**Requirements for Access to Hospitals and Health Facilities for Persons with Disabilities**

The proportion of persons with disabilities in Jordan, according to the 2015 population census, is approximately 11.2% of those aged five years and above, equating to around 1.2 million individuals.

Globally, 15% of the population has some form of disability.

Jordan ranks first in the region for medical tourism, serving more than 250,000 patients annually, accompanied by 500,000 companions.

**Legal Basis for the Right of Persons with Disabilities to Access Health Facilities and Services**

**Article 23 of the Law on the Rights of Persons with Disabilities No. 20 of 2017**:

* The Ministry of Health shall mainstream the accessibility requirements for persons with disabilities within health programmes and services, as well as in food and drug information, through relevant policies, strategies, plans, and programmes.
* Reasonable accommodation, accessible formats, and accessibility must be ensured in hospitals and affiliated medical centres, while non-governmental hospitals and medical centres must also comply with these standards as a condition for licensing and renewal.
* Medical, technical, and administrative staff working in hospitals and medical centres must receive training and capacity building on communication methods with persons with disabilities, in coordination with the Higher Council for the Rights of Persons with Disabilities.
* All pharmaceutical, food, and health-related bulletins available to the general public must also be provided in accessible formats.

**Glossary of Terms**

* **Accessibility**: Adapting buildings, roads, facilities, and public and private spaces to align with the Building Requirements Code for Persons with Disabilities.
* **Reasonable accommodation**: Modifications in environmental conditions (e.g., time, place) to enable persons with disabilities to enjoy their rights or access services on an equal basis with others.
* **Accessible formats**: Conversion of information into Braille, large print, electronic or audio formats, sign language, simplified language, or other means without altering the core message, enabling persons with disabilities to access and understand it.
* **Braille**: A tactile reading and writing system used by persons with visual disabilities, comprising raised dots that represent letters, numbers, or symbols.
* **Large print**: Documents, publications, and contracts printed in a font size accessible for persons with visual disabilities.
* **Sign language**: A visual language using hand movements, facial expressions, and body gestures to convey meaning, primarily used by deaf persons.
* **Accessible toilets**: Facilities that accommodate persons who use wheelchairs, featuring appropriate dimensions, lowered sinks, grab bars, and accessible toilet seats.
* **Tactile floor markings**: Raised, high-contrast surface indicators assisting persons who are blind or have low vision in navigation.
* **Glass door markings**: Visual indicators placed on transparent doors and facades to prevent accidental collisions.
* **Accessible lifts**: Lifts with wide entrances, Braille-labelled buttons, voice announcements, and sufficient space for persons who use wheelchairs.
* **Vertical and inclined lifts**: Electromechanical lifts designed to transport persons with physical disabilities between different levels or along staircases.
* **Accessible furniture**: Adjustable-height tables, chairs, and counters designed for persons who use wheelchairs and persons of short stature.
* **Accessible medical equipment**: Adjustable-height medical beds, examination tables, and patient support furniture.
* **Accessible ambulances**: Vehicles equipped with wheelchair lifts to transport persons with physical disabilities.
* **Evacuation and emergency chairs**: Manual chairs with wheels for transporting persons with physical disabilities during emergencies.
* **Accessible changing rooms**: Changing facilities designed to accommodate persons who use wheelchairs, including foldable seats and support bars.

**Website Accessibility Principles**

Health facility websites must adhere to the Web Content Accessibility Guidelines (WCAG) developed by the World Wide Web Consortium (W3C).

* [WCAG 2.1 (English)](https://www.w3.org/TR/WCAG21/)
* [WCAG 2.0 (Arabic)](http://www.alecso.org/wcag2.0/)

**Hospital and Health Facility Accessibility Stages**

1. **Selection of a Hospital or Health Facility**
   * Provision of hospital information in accessible formats, including brochures covering administrative and medical procedures.
2. **Accessing the Hospital or Health Facility**
   * Designated accessible parking spaces near the entrance.
   * Trained parking service staff in disability etiquette.
   * Safe ramps with handrails and vertical lifts for level differences exceeding one metre.
   * Wide main doors (not revolving) to accommodate persons who use wheelchairs.
   * Receptionists trained in disability etiquette and basic sign language.
3. **Entering the Hospital or Health Facility**
   * Glass door markings and tactile floor markings for blind and persons with visual disabilities.
   * Reception counters at varying heights for persons who use wheelchairs and persons of short stature.
   * Trained receptionists proficient in sign language.
   * Adequate movement space in waiting areas.
   * Clear, accessible wayfinding signage.
   * Accessible lifts and toilets as per defined standards.
4. **Outpatient Clinics**
   * Easily accessible from the main entrance.
   * Medical staff trained in disability etiquette.
   * At least one accessible toilet per gender.
   * Height-adjustable examination beds.
5. **Emergency and Ambulance Services**
   * Designated accessible parking near the emergency entrance.
   * Accessible ambulances.
   * Service counters at varied heights.
   * Accessible toilets.
6. **Inpatient Accommodation**
   * Accessible room facilities, including bathrooms and bed controls.
   * Space for wheelchair movement.
   * Grab bars in all corridors.
   * Room numbers in large print and Braille.
   * Trained nursing and support staff.
   * Adjustable-height beds.
7. **Pharmacies and Nursing/Admin Counters**
   * Easily accessible locations.
   * Dual-height service counters.
   * Trained staff.
   * Wardrobe and clothing storage at accessible heights.
   * Equipped/accessible radiology, physiotherapy, and occupational therapy centres.
   * Visual and audio monitoring systems, with informed consent for imaging.
8. **General Accessibility Requirements**
   * Medical services (laboratories, radiology, pharmacy) in easily accessible areas on a single level.
   * General services (shops, ATMs, cafeterias) in accessible locations.
   * Wide corridors to accommodate all users.
   * At least one accessible drinking fountain in key areas.
9. **Administrative Services**
   * Accessible waiting rooms, including furniture height and spacing.
   * Cafeterias designed for persons who use wheelchairs.
   * Administrative offices with adequate door and corridor width.
   * Accessible admission desks with varied heights.
10. **Radiology, Laboratories, Physiotherapy and Occupational Therapy**
    * Adjacent accessible changing rooms.
    * External spaces with necessary ramps and tactile indicators/floor markings.
11. **Discharge from Hospital or Health Facility**
    * Support provided according to the person's preferred method.
    * Discharge information in accessible formats as per the Law on the Rights of Persons with Disabilities No. 20 of 2017.

**Documents**

For more details, refer to the **Building Requirements Code for Persons with Disabilities (2018)** or the **Law on the Rights of Persons with Disabilities No. 20 of 2017**.

For inquiries, or to obtain copies of the above documents, contact the Access and Universal Design Department at the Higher Council for the Rights of Persons with Disabilities:

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