

Luminis Health Access to Support for Patients with Disabilities in Health Care Settings Policy

All licensed Maryland healthcare facilities shall comply with applicable U.S. Centers for Disease Control and Prevention (CDC) guidance and State and federal regulations and recognize the rights and needs for individuals with disabilities. The term “disability” means, with respect to an individual- a physical or mental impairment that substantially limits one or more major life activities for such individual, a record of such an impairment; or being regarded as having such an impairment.

A support person may be appropriate for, but is not limited to, patients with intellectual, developmental, physical or neurocognitive disabilities. Major life activities can include but is not limited to such activities as caring for oneself, performing manual tasks, seeing, hearing, eating, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. A support person can include, but is not limited to, family members, personal care assistants, disability service providers, or individuals knowledgeable about the management or care of the patient who is authorized to assist the patient in making decisions.

- One support person may accompany, visit, and stay with patient 24/7 during their visits to health care facilities. Access is applicable to all patients who meet disability criteria, including those with COVID-19 positive results. Appropriate PPE will be issued by the healthcare facility. PPE must be worn during the entire visit/appointment.
- Admitted patients are welcome to have one additional family member/support person present, during visiting hours, in addition to their designated support person.
- All support persons will be screened for COVID-19 symptoms upon arrival and periodically during their stay if appropriate. Anyone with symptoms or who answers yes to the screening questions is not able to visit or serve as the support person for the patient.
- Support persons will be instructed on how to utilize and conserve PPE. Support persons shall adhere to all PPE procedures.
- Support persons are able to access public restrooms, cafeteria/vending areas while in the healthcare facility. We do ask that these trips are limited when possible.
- We may ask support persons to leave the room during certain procedures.
- Communication is a priority: In the event that a caregiver, support person, or family member cannot be present, they may contact a member of the healthcare team for an update on the patient’s status or to arrange for a phone call or video conference with their loved one. The healthcare team will contact the appropriate next of kin or legal representative for medical care decisions or emergent situations.
- A copy of the Access to Support for Patients with Disabilities in Health Care Settings Policy and the Support Persons for Individuals with Disabilities Notice will be provided to all patients.

If other accommodations are needed or for additional questions, contact the following:

- Patient Advocacy: 7 days/week 9am – 5pm at 443-481-6890 (modified holiday hours)
- Hospital Administrator: after hours 7 days/week 5pm – 9am at 443-481-5909