

# ADA Compliance and Healthcare



## The Challenge

Delivering an inclusive and accessible experience for all patients is a legal obligation and essential for enhancing patient satisfaction and care. The Americans with Disabilities Act (ADA) mandates that healthcare facilities provide accessible services, enabling individuals with disabilities to navigate, communicate, and receive care effectively. Non-compliance with ADA standards not only exposes healthcare providers to legal risks and fines but also creates significant barriers that impact patient outcomes.

Patients with disabilities often struggle with navigating complex medical campuses and understanding signage, which can lead to frustration and dissatisfaction. As the healthcare industry increasingly emphasizes patient experience, ADA compliance is crucial for providing equitable care. Investing in ADA compliant digital signage and wayfinding solutions empowers patients, reduces navigational challenges, and improves overall operational efficiency.

## The Solution

The solution to ADA compliance in healthcare lies in implementing accessible, technology-driven tools that enable all patients to navigate and engage effectively with their healthcare environments. By adopting digital signage and wayfinding systems designed to prioritize accessibility, healthcare providers can ensure legal compliance while significantly enhancing the patient experience.

22Miles offers a cutting-edge digital signage and wayfinding platform specifically tailored to meet ADA requirements. With a focus on enhancing accessibility, 22Miles empowers patients with disabilities to navigate healthcare facilities independently and access relevant health information confidently, supporting a positive patient experience.



## Features to Support Diverse Disabilities in Hospitals

### Accessible Routing:

Routing specifically designed for patients with mobility issues to avoid obstacles and provide clear pathways.

### Advanced Accessibility Technology:

Ensures that patients with various disabilities can interact with digital signage effortlessly, adapting to their specific needs and surroundings.

### Enhanced Accessibility Features:

Includes tools like text-to-speech, voice control, and intuitive interactive elements, making it easy for all patients to navigate hospital environments and interact with digital signage.

### Physical Mobility-Friendly Tools:

Offers features such as flip screen functionality, Touchless Touch, ADA compliant Wayfinding, and Mobile Wayfinding to assist patients with mobility challenges.



### Enhanced Visual Support:

Provides onscreen magnification, speak-to-text functionality, and audible content descriptions to support patients with vision impairments and learning disabilities.

### Mobile Integration:

Allows patients to easily transfer content from wayfinding kiosks or digital signage displays to their mobile devices, providing continuous and personalized access to information.

### AI Assistance:

Provides hands-free interaction capabilities with multilingual support, creating a more inclusive and accessible experience for a diverse patient population.



## The Benefits: What Hospitals Can Expect from ADA Compliant Digital Signage and Wayfinding

Hospitals need ADA compliant solutions that not only meet legal standards but also elevate the patient experience. By implementing 22Miles' ADA compliant digital signage and wayfinding systems, hospitals can expect the following benefits.

### Enhanced Accessibility for Improved Patient Experience:

Patients with disabilities can effortlessly navigate complex hospital environments using intuitive, ADA compliant interfaces, tailored to their needs. This reduces stress and fosters independence, ensuring a smoother, more dignified healthcare experience for patients and visitors.

### Increased Engagement and Satisfaction:

By removing communication barriers, 22Miles' solution enables patients to easily interact with ADA compliant digital signage content. Patients can find their destinations and access important information effortlessly, leading to smoother visits, greater comfort, and significantly improved satisfaction throughout their healthcare experience.

### Mobile Integration for Patient Success:

Patients can transfer content from digital signage to their mobile devices, giving them instant access to accessible routes, care information and additional resources. Patients with disabilities can leverage their phone's accessibility features to easily understand and engage with the content. This ensures that all patients, regardless of ability, remain informed, engaged, and supported throughout their care journey.

### Enhanced Operational Efficiency:

Patients can easily and independently find their appointment locations, reducing delays in care and minimizing the need for staff assistance. This keeps doctors on schedule, prevents appointment backlogs, and ensures a smooth, timely experience for both patients and healthcare providers.

### Enhanced Hospital Reputation:

Hospitals that have ADA compliant wayfinding digital signage position themselves as leaders in inclusivity and innovation. This commitment to enhancing navigation and accessibility reinforces the hospital's reputation as a forward-thinking, patient-centered healthcare provider, strengthening its standing within the community and fostering trust among patients and their families.



ADA compliance goes beyond meeting legal requirements—it's about making every patient's visit easier. 22Miles' ADA compliant digital signage and wayfinding solutions enhance the overall patient experience, ensuring that patients regardless of their abilities can easily navigate the facility and access relevant healthcare information, thus reducing stress and confusion during their visit.

By implementing 22Miles' comprehensive solution, hospitals harness advanced technology to meet the diverse needs of their patients. With intuitive wayfinding, accessible features, AI capabilities and mobile integration, 22Miles guides patients effortlessly through the hospital environment. This comprehensive approach improves patient satisfaction and ensures patients can easily find vital information at their fingertips.

Investing in 22Miles ensures ADA compliance standards are met while boosting patient experience, streamlining hospital operations, and building a reputation for providing patient-centered care.