

ACCESSIBLE
Gynecology
FACILITIES and
PROVIDERS
for Women with
Physical Disabilities



Healthy Women Project Provider Guide

**This Provider Guide was created by Jackie Downing,
Healthy Women Project Coordinator**

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Introduction

Welcome to the Healthy Women Project Provider Guide!

This list of accessible providers was created to help you make appointments for breast and cervical cancer screening. You can use this guide to locate an accessible gynecologist, find out about free or low-cost options, and learn about how to make and prepare for your appointment. For information on breast cancer screening facilities, please contact CRIL.

As women with disabilities, sometimes it is difficult for us to take good care of ourselves. Don't let lack of accessibility or cost keep you from getting screened! **Remember, early detection can save your life!**

Who needs mammograms and pap smears?

The American Cancer Society recommends that women 40 and older get a mammogram every year and a pap smear every two years. Some women are at higher risk for developing cancer and need to be screened more regularly. Ask your doctor what is right for you.

What is the Healthy Women Project?

In 2003, CRIL was selected to conduct a small qualitative study aimed at increasing screening rates for breast and cervical cancer among women with self-identified physical disabilities. Studies have shown women with physical disabilities are less *likely* than women without disabilities to participate in regular breast and cervical cancer screening.

Women with physical disabilities face many challenges to receiving screening, including:

- Inadequate access to facilities and adjustable equipment
- Difficulty positioning for exams
- Lack of provider knowledge and insensitivity to the needs of women with physical disabilities
- Cost and lack of adequate health insurance

By offering a provider guide, transportation resources, workshops and peer counseling, CRIL hopes to learn about the best ways to get women with physical disabilities up to date on their screening.

How did CRIL get the information in this guide?

The Healthy Women Project staff gathered the following information by calling each facility, and in most cases, visiting the facility ourselves. This was not a scientific survey and we are not offering a legal opinion on whether or not these facilities are in compliance with the Americans with Disabilities Act (ADA). Rather we attempted to gain practical information for use by women with physical disabilities. We hope it will help you make an appointment for your mammogram and/or pap smear.

Who is included in this guide?

Unless otherwise noted, the following facilities:

- ✓ Provide Pap smears.
- ✓ Are within two blocks of public transportation (bus, BART, or both.)
- ✓ Can be accessed independently by a person in a wheelchair.
- ✓ Have doorways and restrooms large enough for power wheelchairs.
- ✓ Include grab bars in the restrooms.
- ✓ Will accommodate service animals.

How will you get to your appointment?

Remember, you can use a transportation guide from CRIL to locate a ride. If you are part of the Healthy Women Project and need financial assistance, CRIL will be happy to pay for your transportation to and from your initial screening appointment.

What to do after you have selected a possible provider:

Check out “Tips on Having a Successful Appointment” and “Tips for Communicating with Your Provider” for ideas on making and completing a successful screening appointment.

Please share your feedback and experience using this guide.



**Congratulations on taking care
of your breast and cervical health!**

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FIVE WAYS TO GET FREE OR LOW-COST SCREENINGS

Are you concerned about how you will afford your mammogram or pap smear? We have great news! If you have a low income, do not have insurance, or are on Medicare, you may be eligible for one the following programs. In addition, some of the individual facilities listed in this guide also offer discounts and payment plans.

1. Family PACT

If you are still of 'child bearing age' (in other words, if you're still having your period), there is a state program called Family PACT. Family PACT covers all gynecological services (including Pap smears, but not mammograms) for women who are still menstruating. When you call to make your appointment, ask if you are eligible for FPACT.

2. Breast and Cervical Cancer Early Detection Program (BCEDP)

The California Department of Health Services established the BCEDP to help women increase their chances of successfully fighting breast and cervical cancer. The program works by providing patient education and important screening and diagnostic services. It offers free or low-cost services including gynecological exams, Pap smears, mammography, and diagnostic testing. To find out if you qualify, call 1-800-511-2300.

3. Medicare

Medicare Part B pays for Pap smears every 3 years for Medicare recipients unless you are considered at high risk of developing cervical cancer and your physician recommends you get a pap smear more frequently. If you're under 65, qualify for Medicare, and have not started menopause, Medicare will pay for an exam every 2 years.

No matter what age you are, you will pay the usual 20 percent co-payment, and Medicare will pay the remaining 80 percent for the pelvic exam, even if you have not paid the annual deductible. Medicare pays completely for the costs of the Pap smear itself (according to Medicare and You 2001, HealthCare Financing Administration.)

For more information, call 800-MEDICARE (800-633-4227) or check out their web site at www.medicare.gov.

4. Every Woman Counts Program

Name of Facility	Every Woman Counts
Address	Cities through out California
Telephone	1-800-511-2300
Web site	www.nccc.org/breast_cancer_early_detection.html
Languages	English, Spanish, Mandarin, Cantonese, Korean, and Vietnamese.
Description of the program	Free breast and cervical cancer screening for women who have low-incomes and do not have Medi-Cal, Medicare or other insurance or who cannot afford the co-pay.
Eligibility	Free to women 40 or older (breast cancer) and women 25 and older (cervical cancer) who live in California and are at or below 200 percent of the federal poverty level.
Accessibility of the facilities	Each facility varies. Contact the 800# to make an appointment and tell them about your special needs.
PAP and Mammogram procedure	Some facilities have height-adjustable tables and machines or staff that are comfortable doing transfers. Ask ahead.
Making an appointment	Please tell the receptionist if you will need a transfer, extra time, or other accommodation.

5. Three Programs for Free Mammograms at Washington Hospital

Every Woman Counts

- See Every Woman Counts (page 2) for details.
- Washington Hospital sees approximately 17 patients a month related to these programs.

Washington Hospital Community Mammogram Program

- This program was established through funds raised by the Washington Hospital Foundation.
- The program was formed in collaboration with Tiburcio Vasquez Health Center and Tri-City Health Center. This program is designed to serve women who have no health insurance and reside within the boundaries of Washington Township Health Care District.
- Additional eligibility requirements include patients ages 40-70 or ages 30-40 who are asymptomatic and considered at high risk for breast cancer as defined by the Medicare program.
- Washington Hospital sees a maximum of 8 patients per month as part of this program.

Washington Hospital Community Services Contracts

- Washington Hospital provides a set amount of funding each year that is utilized by four local facilities. These facilities are CURA Drug Rehabilitation Center, Newark Health Center, Tiburcio Vasquez Health Center and Tri-City Health Center.
- The Community Services Contracts are designed to provide urgent and emergent care, radiology and laboratory services to patients of the above mentioned facilities, who are uninsured.
- Patients must be referred from one of the four clinics and all referral forms must have the appropriate stamp. Those patients without insurance and that reside within the boundaries of Washington Township Health Care District are eligible.
- Patients that do not qualify for either the Every Woman Counts program or the Washington Hospital Community Mammogram Program can utilize this fund to undergo screening mammograms and breast ultrasounds.



Don't let cost keep you from getting screened!



TIPS ON HAVING A SUCCESSFUL APPOINTMENT

Before you make the appointment,

- Ask a friend or relative to go with you to your appointment
- Use the CRIL list to find a facility that is nearby your home or job

When you call the clinic

- Ask what you might need, and what you can bring to the appointment.
- Tell them how much time you think you'll need
- Think about what has worked in the past for other times when you've had to stand for 5 -10 minutes: A pillow, a chair, crutches, etc.
- Ask about making a longer appointment, so you're not rushed, tense and in pain by the time the procedure is done.
- If you are still having your periods, make your appointment for the week after it ends. During your period, your breasts may be tender and a mammogram could be somewhat painful. If you want to have a Pap smear, having your period will make the results inaccurate.

Ask the clinic... (check the boxes that are important to you):

- Do they have accessible pathways and doorways, space in waiting room?
- Do they allow enough time to try different positions for comfort?
- Do they allow me to do things that would make me more comfortable (wearing a walkman, using my own cloth as a drape, etc.)?
- Do they send forms to me ahead of time so that I can bring the completed forms to the appointment?
- Do they allow me to bring a friend into the exam room?
- Do they offer assistance with:
 - Completing forms?
 - Undressing or dressing?
 - Transferring to and from the table?
 - Maintaining position for exam?
- Do they have an adjustable table designed for people with mobility concerns?
- Do they have an adjustable mammography machine that allows the patient to remain seated?

Request a provider who is:

- Female
- Male
- Speaks/understands my language
- Has worked before with women with disabilities
- Explains each step of the exam
- Shows me the instruments first
- Lets me see the exam by positioning a mirror
- Lets me control the speed of the exam.
(You have the right to stop the exam at anytime.)

The day before

- Take a shower, or have your assistant give you a shower.
- Call and confirm the appointment and that any additional equipment you need is available.

Put together your bag including:

- Insurance cards
- If you have a file with medical records, bring it along
- The numbers and contact information of your usual provider
- Think about what's worked for you before and bring it along, if that's pillows or wedges to help you with positioning (if applicable)
- Something to help you relax and pass the time – like a walkman with relaxation tapes or your favorite music, a book, etc.
- What kinds of techniques do you use to help you deal with pain? Is there some thing you can do that will help you relax during the procedure?
- Bring a list of questions to discuss with the provider. You may be too nervous or distracted to remember all you want to ask on the day itself, so **write things out beforehand**. If writing is difficult, you can bring a tape recorder to record what the doctor says.

The day of the exam

Preparing for a Mammogram

- On the day of your exam, don't put any deodorant, perfume, powder or lotions on or around your breasts or underarms. Any of these can make your X ray look suspicious.
- On the day of the exam, wear clothes like a button-up blouse or sweater that makes it easier for you to undress from the waist up.
- If you have a wheelchair with removable arms, use it.
- Bring any information about other mammograms or breast treatments you've had, and the phone number and address of your doctor so that you results can be sent to her or him.

For women who had a mammogram before:

- If you've had a mammogram in the past, make sure you tell the technologist and complete the appropriate paper work requesting that your last mammogram be mailed to your present radiologist.

An old mammogram helps improve the doctor's understanding of the X ray.

Preparing for a Pap smear

For two days before a Pap smear:

- **Don't** have sex where anything goes into your vagina
- **Don't** douche
- **Don't** use tampons
- **Don't** use vaginal medication

If you get your period, call and reschedule your appointment

After your exam

Ask when your results will be available. Do not assume the results are normal if you do not hear from your doctor or the mammography facility. Get the appropriate number to call.



**Go out and do something special –
you've taken good care of your health!**



TIPS FOR COMMUNICATING WITH YOUR PROVIDER

Sometimes we may feel that communication is not good between ourselves and healthcare providers or their assistants. You can't control the ways other people communicate (or don't), but you can exert some control by holding up your end of the conversation. Here are some things to make that communication better.

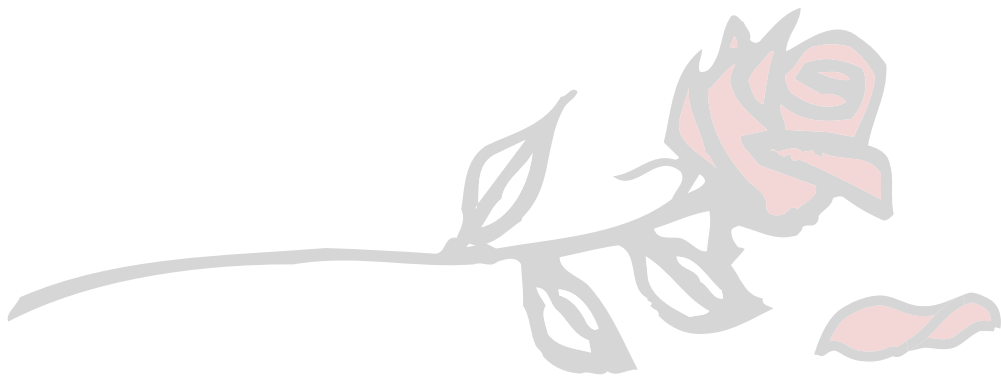
- **When making your appointment**, call the provider's office and request any reasonable accommodations you might need. This includes sign language interpreters, personal assistant services, etc.
- **The day before** (or several days before) the appointment call again to remind people at the office of what you'll need.
- **Be prepared.** Before going to the appointment be sure you know what health issues you want addressed and why. Prepare a list of the questions you want answered. Most doctors will want to know the date of your last period and what medications you are taking.
- **Bring evidence of your health insurance coverage.** This will speed up the process for your appointment with a new provider. Know about insurance ahead of time, like copayments. And bring your card, or a copy of your card with you.
- **Be assertive.** Remember, you have the right to receive services; the medical staff are there to help you receive services.
- **Ask questions.** You have a right to get information from every medical provider in a way you understand. Ask for information in your native language or request a sign language interpreter or large print. Ask for more explanation if you feel confused. Keep asking until you feel like you understand. A good provider will appreciate questions. Questions tell the provider that their patients are engaged and understand!

- **Share what you know.** You know your own body better than anyone. Tell the medical professionals your opinions and concerns and any recent medical history related to your visit. Tell providers and clinic staff the best and most efficient ways to help you.
- **Be willing to listen.** After you request information or services, listen to what the answer is. While listening, decide if your request has been responded to. If not, keep asking!
- **Keep records.** Keep all the papers concerning your health care together in a file. Keep a diary or log of any recent medical problems.
- **Bring a friend,** or a family member or companion. If you don't feel comfortable going to your appointment by yourself, don't go alone. Invite someone who helps you feel stronger or stay focused.
- **Take notes.** Or if going to the doctor is overwhelming, painful, difficult, etc., have your friend, family member or companion take notes for you. You can also bring along a tape recorder. That way you can remember what you and your healthcare provider talked about.
- **Remember your rights.** Everybody has the right to good health care. Everybody has the right to be informed about their health, to make choices about what happens to their bodies, and to receive services in a timely manner.

GYNECOLOGY



Cervical Cancer Screening: Pap Smear Providers



Gynecology:

Planned Parenthood

Name of Facility	Planned Parenthood
Address	1866 B St. Hayward, CA 94541
Telephone	1-800-967-7526
Accepts Medi-Cal	Yes Medi-Cal only with Medicare (Medi-Medi)
Accepts Medicare	Yes
Provide services by sliding fee scale?	Yes. Sliding scale fees based on income through a program called FPACT.
Languages	English, Spanish. Interpreters for other languages available if requested ahead of time.
Sign Language	They know how to schedule an interpreter.
TTY or CA Relay	TTY is available. They also know how to use CA Relay.
Low-vision patients	Forms can be enlarged on photo copier. Posted signs include Braille.
PAP procedure	Two exam rooms are wheelchair accessible. They have height-adjustable exam tables.
Making an appointment	Please mention any special needs that you might have. To avoid being on hold for a long time, it is best to call on Saturday or on Tuesday, Wednesday or Thursday in the early afternoon. You may request to speak to Anita Johnson in Clinical Services if you need assistance.

Gynecology:

Pleasanton Ob-Gyn

Name of Facility	Pleasanton Ob-Gyn
Address	5565 W. Las Positas Blvd., Ste. 200 Pleasanton, CA 94588
Telephone	(925) 734-0404
Accepts Medi-Cal	No
Accepts Medicare	Yes
Provide services by sliding fee scale?	Un-insured or under-insured women may be eligible for 10% off.
Languages	English
Sign Language	They do not know how to schedule an interpreter, but would be willing to learn. Right now they prefer if you bring your own.
TTY or CA Relay	They know how to use CA Relay.
Low-vision patients	Forms can be enlarged on computer or read aloud. No Braille or audio. Posted signs do not include Braille.
PAP procedure	Tables are not height-adjustable, but staff have experience doing transfers.
Making an appointment	Accommodation can be made available if you request it ahead of time. Please specify if you will need a lot of extra time.

Gynecology:

Tri City Health Center

Name of Facility	Tri City Health Center, Family Planning Clinic
Address	39500 Liberty Fremont 94538
Telephone	(510) 770-8040 (510) 770-3498 TTY
Web site	www.avenir1.com/tchc
Accepts Medi-Cal	Yes
Accepts Medicare	Yes
Provide services by sliding fee scale?	They will treat women who are un-insured or under-insured and help you find funding.
Languages	English, Spanish, Chinese, Hindi, Russian
Sign Language	They know how to schedule an interpreter.
TTY or CA Relay	They know how to use CA Relay.
Low-vision patients	Forms are available in large print. No Braille or audio. Posted signs do not include Braille.
PAP procedure	One room has a height-adjustable exam table. Staff are also willing to do transfers.
Making an appointment	They say any need can be accommodated. You may request to see the medical assistant who knows American Sign Language.
Wheelchair users	The bathroom is tight, but is accessible for an average-size chair. There is one accessible exam room that some may find to be tight.

Gynecology:

Tiburcio Vasquez - Hayward

Name of Facility	Tiburcio Vasquez
Address	22331 Mission Blvd. Hayward, CA 94541
Telephone	(510) 471-5880 Ext. 2
Accepts Medi-Cal	Yes
Accepts Medicare	Yes
Provide services by sliding fee scale?	Yes. Discounts are based on income or through FPACT.
Languages	English, Spanish, Tagalog, Chinese, Farsi
Sign Language	They know how to schedule an interpreter and they do not charge for the interpreter.
TTY or Relay	They know how to use CA Relay. Their payphone also has TTY.
Low-vision patients	Forms can be enlarged on computer. No Braille or audio. There are Braille signs.
PAP procedure	Tables are not height-adjustable, but staff are willing to do transfers.
Making an appointment	They are willing to accommodate as much as possible. Please ask ahead of time.

Gynecology:

Tiburcio Vasquez - Union City

Name of Facility	Tiburcio Vasquez
Address	33255 9th St. Union City, CA 94587
Telephone	(510) 471-5880 Ext. 1
Accepts Medi-Cal	Yes
Accepts Medicare	Yes
Provide services by sliding fee scale?	Yes. Discounts are based on income or through FPACT.
Languages	English, Spanish, Tagalog, Chinese, Farsi
Sign Language	They know how to schedule an interpreter and they do not charge for the interpreter.
TTY or Relay	They know how to use CA Relay. Their pay-phone also has TTY.
Low-vision patients	Forms can be enlarged on computer. No Braille or audio. Posted signs do not include Braille.
PAP procedure	Tables are not height-adjustable, but staff are willing to do transfers.
Making an appointment	They are willing to accommodate as much as possible. Please ask ahead of time.
Note on door handles	Some door handles require some grasping or turning that may be difficult for people with very limited dexterity.

Gynecology:

Women's Health Specialists

Name of Facility	Women's Health Specialists
Address:	2299 Mowry Ave., Ste. 3C Fremont 94538
Telephone	(510) 796-7057
Web site	www.obgynoncall.com
Accepts Medi-Cal	No
Accepts Medicare	Yes
Provide services by sliding fee scale?	No sliding scale, but they claim their prices are among the lowest.
Languages	English. Sometimes Spanish.
Sign Language	They know how to schedule an interpreter.
TTY or Relay	They know how to use CA Relay. If you are unable to bring your own interpreter, they know how to schedule one and it is free.
Low-vision patients	Forms can be enlarged on photocopier. No Braille or audio. Posted signs do not include Braille.
PAP procedure	Tables are not height-adjustable. Staff have limited experience doing transfers.
Making an appointment	You must tell the receptionist if you will need a transfer, extra time, or other accommodation.
Wheelchair users	The doorway and some rooms are narrow. Staff prefers if you bring your own attendant.

GYNECOLOGY



Kaiser Permanente Screening Facilities

KAISER PERMANENTE

A word about Kaiser Permanente

You must be a Kaiser member to attend a Kaiser facility.

If you receive Medicare, it is possible to select Kaiser as your provider.

We have information on several Kaiser facilities, however we did not visit them to verify this information.



Gynecology:

Kaiser Permanente - Hayward

Name of Facility	Kaiser Permanente Hayward Medical Offices
Address	27400 Hesperian Blvd. Hayward 94544
Telephone	1-800-464-4000 Member Services (510) 784-4000
Web site	www.kp.org
Accepts Medi-Cal	Yes Only for Kaiser members, with Alameda Alliance
Accepts Medicare	Yes, with Senior Advantage
Provide services by sliding fee scale?	No
Languages	English, Spanish and many other languages.
Sign Language	They know how to schedule an interpreter.
TTY or CA Relay	They have TTY.
Low-vision patients	Ask ahead of time if you would like the staff to make large print forms.
PAP procedure	Tables and chairs are height-adjustable. Staff also have experience doing transfers.
Making an appointment	Tell them if you will need an interpreter, extra time or other assistance.

Gynecology:

Kaiser Permanente - Pleasanton

Name of Facility	Kaiser Permanente Pleasanton Medical Offices
Address	7601 Stoneridge Dr. Pleasanton 94588
Telephone	(925) 847-5178 (Mammography) (925) 847-5050 (Gynecology) Member Services: 1-800-464-4000
Web site	www.kp.org or members.kp.org
Accepts Medi-Cal	Yes Only for Kaiser members, with Alameda Alliance
Accepts Medicare	Yes, with Senior Advantage
Provide services by sliding fee scale?	No
Languages	English, Spanish, Farsi and many other languages.
Sign Language	They know how to schedule an interpreter.
TTY or CA Relay	They have TTY.
Low-vision patients	Staff will read the standard forms aloud.
PAP procedure	Tables and chairs are height-adjustable. If you have very limited upper-body mobility, they ask you to bring a caregiver with you.
Making an appointment	Request a longer appointment if you use a wheelchair or will need extra time or assistance.

Gynecology:

Kaiser Permanente - Fremont

Name of Facility	Kaiser Permanente Fremont Medical Offices
Address	39400 Paseo Padre Pkwy Fremont
Telephone	(510) 248-3153 (Mammography) (510) 795-3040 (Gynecology) Member Services: 1-800-464-4000
Web site	www.kp.org
Accepts Medi-Cal	Yes Only for Kaiser members, with Alameda Alliance
Accepts Medicare	Yes, with Senior Advantage
Provide services by sliding fee scale?	No
Languages	English, Spanish, Mandarin, Cantonese, and many other languages.
Sign Language	They know how to schedule an interpreter.
TTY or CA Relay	They have TTY.
Low-vision patients	Ask about large print forms.
PAP procedure	Tables and chairs are height-adjustable.
Making an appointment	Tell them ahead of time if you will need extra time or assistance.

Gynecology:

Kaiser Permanente - Livermore

Name of Facility	Kaiser Permanente Livermore Medical Offices
Address	3000 Las Positas Rd. Livermore 94551
Telephone	(925) 243-4400 Member Services: 1-800-464-4000
Web site	www.kp.org or members.kp.org
Accepts Medi-Cal	Yes Only for Kaiser members, with Alameda Alliance
Accepts Medicare	Yes, with Senior Advantage
Provide services by sliding fee scale?	No
Languages	English, Spanish, Chinese and others.
Sign Language	They know how to schedule an interpreter.
TTY or CA Relay	They have TTY.
Low-vision patients	Ask about large print forms.
PAP procedure	Tables are height-adjustable.
Making an appointment	You may want to request a longer appointment if you think you will need extra time or assistance.

ABOUT CRIL

COMMUNITY RESOURCES FOR INDEPENDENT LIVING, CRIL, supports, empowers and teaches skills to persons with disabilities so that they may more effectively participate in daily community and life activities. CRIL teaches and advocates for change to remove barriers to access for persons with disabilities.

CRIL is

- An independent living center formed in 1979 by people with disabilities in southern Alameda County
- A non-profit providing free services to people of any age who have a disability and live in southern Alameda County
- A cross-disability and community-based organization promoting integration within the community
- A resource center assisting persons with disabilities in becoming more independent

CRIL is a consumer-driven organization that advocates for an integrative, barrier-free community. We feel that with optimized opportunities, persons with disabilities can enhance their individual abilities and quality of life.

What Services Does CRIL Offer?

- **Housing**
Tools to find accessible, affordable housing
- **Personal Assistant Registry & Resources**
Access to registries of personal assistants and information on how to screen, interview, hire and manage workers
- **Assistive Technology**
Home-based assessments, service coordination, and referrals
- **Peer support**
Individual and group
- **Advocacy**
Individual and systems
- **Independent Living Skills Training**
- **Information & Referral to Community Resources**
- **Healthy Women Project**



Is it any less a rose?



COMMUNITY RESOURCES FOR INDEPENDENT LIVING

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