A Respected, Equal & Accessible Medical Service

Yael Neeman
Assuta Medical Centers
Israel

Access to Health

Wednesday 14:40
A Respected, Equal & Accessible Medical Service

Yael Neeman
Head of Service & Patient Experience

Assuta Medical Centers . Israel
Assuta's Vision

Assuta shall promote the health and quality of life in Israel by providing quality medical care and health experience, placing the person, his dignity, needs, hopes and freedom of choice at the top of its priorities.

Within this vision, we undertake to become a model for excellence in promoting the health and treatment experience in Israel and to be worthy of the trust and hope that our patients and their families have in us.
Accessibility

More than dealing with physical obstacles
Policy & Implementation - Main Domains

- Physical accessibility
- Accessibility in service
- Team education & training
Accessible Call & Appointment center

- Various ways of contact
- Accessible information
- Arranging for further idiosyncratic accessible services
Accessible Information

- Audio file
- Enlarged font
- Braille
- Accessible PDF
- Sign language
Service Animals

- Assuta's embracing policy
- Adopting U.S principles & policy
Team education & training

- Mandatory 4 hours experiential training
- Interactive educational software
- Current controls by Quality Control Unit
- Assuta accessibility week
To Conclude...

- Make our accessibility-integrating policy and standards
- Develop our own education and training programs
- Adopt accessibility as an integral part of our regular controls in medical care and services
- Ensure Accessibility budget is an integral part of our annual budget
- Learn and draw lessons from complaints
THANK YOU

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