




المجلس الأعلى لحقوق
الأشخاص ذوي الإعاقة
Higher Council for the Rights of
Persons with Disabilities (HCD)

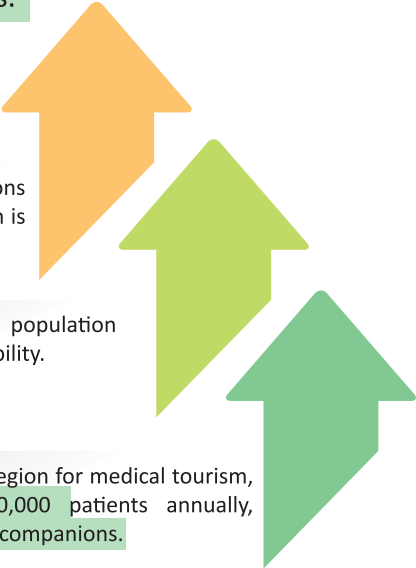
Requirements for Access to Hospitals and Health Facilities for Persons with Disabilities







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.



The percentage of persons with disabilities in Jordan is 11.2% of the population.

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

**Reasonable
accommodation**

**Accessible
formats**

Braille

**Large
print**

Vertical lifts

**Sign
language**

**Accessible
toilets**

**Tactile floor
markings**

**Glass door
markings**

**Accessible
lifts**

inclined lifts

**Accessible
furniture**

**Accessible
medical
equipment**

**Accessible
ambulances**

**Evacuation and
emergency
chairs**

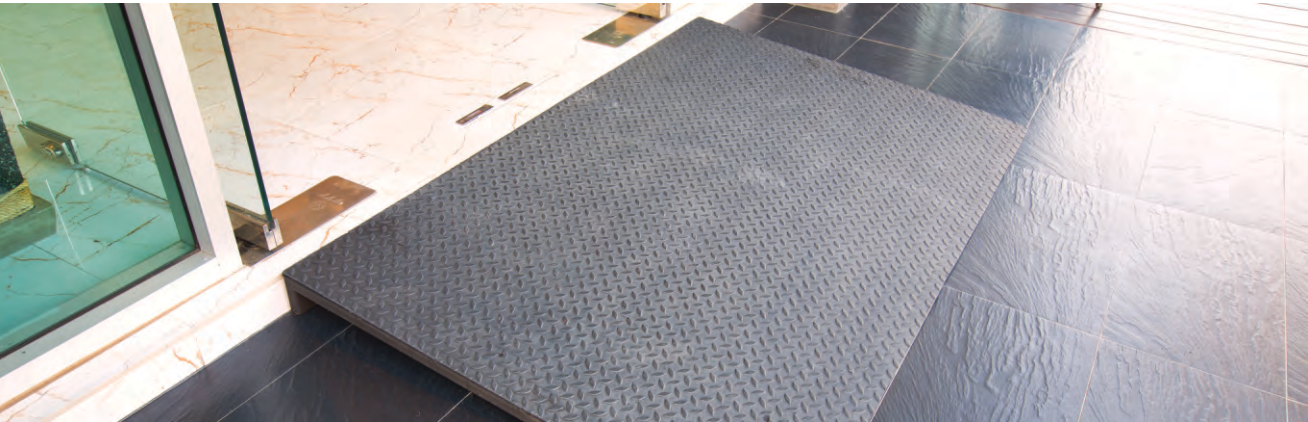
**Accessible
changing
rooms**

Glossary of Terms

Accessibility: Ensuring that buildings, roads, facilities, and other public or private spaces are designed and adapted in line with the Building Code for Persons with Disabilities, issued under the Jordanian National Building Law, and any specific accessibility standards approved by the Higher Council for the Rights of Persons with Disabilities.

Reasonable accommodation: the modification or adjustment of an environment, service, or process to enable persons with a disabilities to exercise their rights and freedoms or access a service on an equal basis with others.

Braille: A tactile reading and writing system used by persons with visual disabilities, comprising raised dots that represent letters, numbers, or symbols.





Glossary of Terms

Large print: Documents, publications, and contracts printed in a font size accessible for persons with visual disabilities.

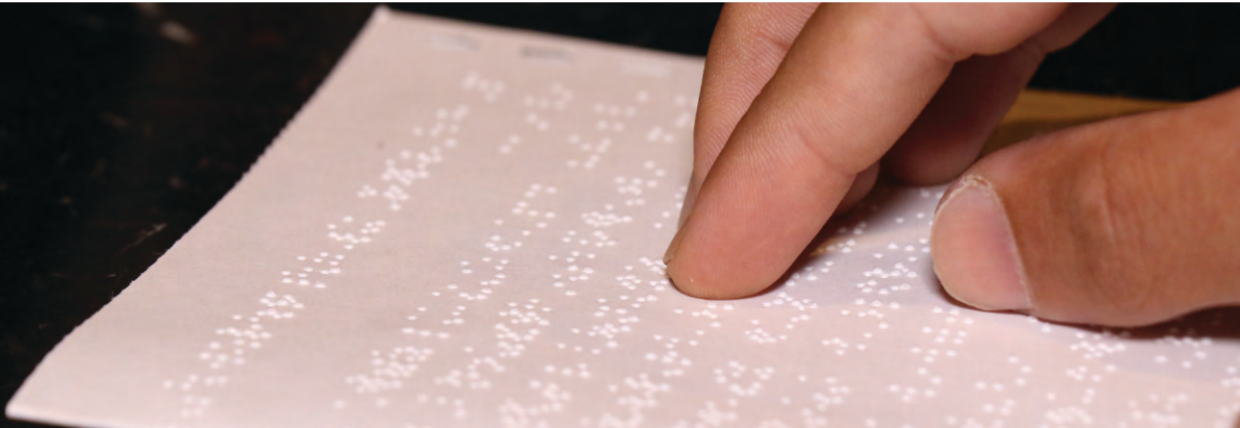
Sign language: A visual language using hand movements, facial expressions, and body gestures to convey meaning, primarily used by deaf persons.



Glossary of Terms

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.

Accessible toilets: These are restrooms that are wide enough for a wheelchair to enter and turn around without bumping into anything. The sink is low to the level of the wheelchair, hollowed out from the bottom, and two metal handles are fixed on both sides. The toilet seat is at a suitable height that enables the wheelchair user to move from his chair to it easily.



Glossary of Terms

Tactile floor markings: Visual markers placed on transparent glass façades and doors in the form of two parallel lines. The first line is positioned at a height of 85-100 cm, and the second at 140-160 cm from the floor level. These markings must be visually distinguishable from the background to enhance visibility and accessibility.

Glass door markings: Visual indicators placed on transparent doors and facades to prevent accidental collisions.



Glossary of Terms

Accessible elevators:

are elevators that have sufficient space in front of the elevator to allow the movement of a wheelchair, with a low-level control panel equipped with buttons printed in Braille and illuminated for the visually impaired, and an audio system to announce the floor level. The elevator door opening must be wide enough for the wheelchair to pass through, and the depth of the elevator must be wide enough for the wheelchair to pass through. Horizontal side supports must be available, and a mirror must be provided on the inner wall opposite the elevator door.



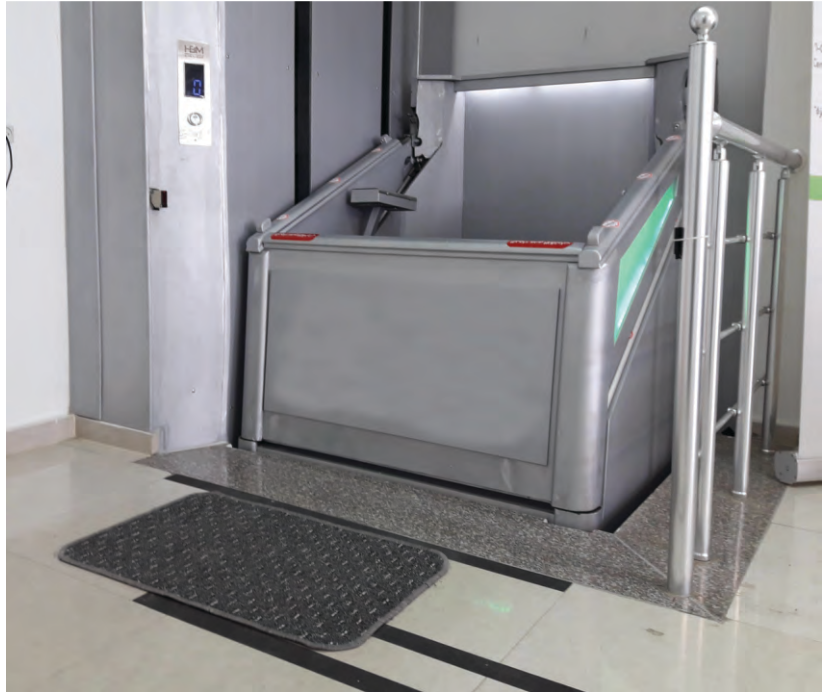
Inclined lifting platforms

They are an electromechanical lift used to lift persons with Physical disabilities on stairs, as they are installed on the stair railing and are surrounded by handles for protection from all sides, with the possibility of opening them on the platforms and controlled by buttons for ascending and descending.



Vertical lifting platforms

They are an electromechanical lift used to lift persons with Physical disabilities between two levels that do not exceed one floor in height and are used in places where an elevator cannot be installed.



Glossary of Terms

Accessible medical equipment: The various medical equipment (examination beds, sleeping beds, patient dining tables, wardrobes, etc.) that can be moved and their heights can be easily adjusted as needed when used.

Evacuation and emergency chairs: Manual chairs with wheels for transporting persons with physical disabilities during emergencies.

Accessible furniture: It is the various types of furniture (tables, chairs, counters, etc.) that are movable and have heights that suit wheelchair users and short people.



Glossary of Terms

Accessible ambulances: Vehicles equipped with wheelchair lifts to transport persons with physical disabilities.

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 ensure their websites comply with the Web Content Accessibility Guidelines (WCAG), established by the World Wide Web Consortium (W3C).

WCAG 2.1 (English version): <https://www.w3.org/TR/WCAG21/>

WCAG 2.0 (Arabic version): <http://www.alecso.org/wcag2.0>



Selection of a Hospital or Health Facility

Provision of hospital information in accessible formats, including brochures covering administrative and medical procedures.



Accessing the Hospital or Health Facility



Designated accessible parking spaces near the entrance, and a trained parking service staff in disability etiquette.



The presence of a safe ramp with a slight slope equipped with a handrail leading to the main door of the hospital building or health facility.



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.





**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.



Guidance boards in easy forms that allow people with disabilities to read them to guide to the main facilities in the hospital building or health facility.



Elevators equipped
according to the
definition mentioned
at the beginning of
the guide.



Toilets equipped according to the definition mentioned at the beginning of this guide.



Outpatient Clinics

مدخل العيادات
Clinic entrance



Easily accessible of
the outpatient clinics
from the main
entrance.



Medical staff
trained in disability
etiquette.



Height-adjustable
examination beds.



At least one
accessible toilet per
gender.





Emergency and Ambulance Services

Designated
accessible parking
near the emergency
entrance.



Providing
ambulances
equipped to
transport patients
with various
disabilities.



The reception counter and the nursing counter shall be of varying heights to serve patients who use wheelchairs.



Accessible toilets.





Inpatient Accommodation

Accessible room
facilities, including
bathrooms and bed
controls.



Providing a space for wheelchairs to rotate inside patient rooms near the entrance.



Grab bars in all
corridors.



Room numbers in
large print and
Braille.



Nursing and logistical staff on patient room floors are trained in the etiquette of effective communication with persons with disabilities.



Providing beds that
can be adjusted to fit
wheelchair users.



Nursing
stations/counters are
in an easily
accessible location.



Nursing, pharmacists and administrative staff are trained in the etiquette of effective communication with persons with disabilities.



Wardrobe and
clothing storage at
accessible heights.



Wardrobe and
clothing storage at
accessible heights.



Pharmacies and Nursing/Admin Counters



Dual-height service counters.



Radiology, Laboratories, Physiotherapy and Occupational Therapy



Centers designated for radiology, physical therapy and occupational therapy shall be prepared within the hospital, including staff trained in etiquette for effective communication with people with disabilities.



Adjacent accessible
changing rooms.



Medical services
(laboratories,
radiology, pharmacy)
in easily accessible
areas on a single
level.



A close-up photograph of an elderly person's hands and arms as they use a metal walker. The person is wearing a light blue hospital gown and a white identification band on their left wrist. Their skin is aged and has some freckles. The walker has a chrome frame and green foam grips. The background is a blurred hospital room.

General Accessibility Requirements

Visual and audio
monitoring systems,
with informed
consent for imaging.



General services
(shops, ATMs,
cafeterias) in
accessible locations.



Wide corridors to
accommodate all
users.



At least one
accessible drinking
fountain in key areas.



Administrative Services



Accessible waiting
rooms, including
furniture height and
spacing.



The cafeteria is accessible in terms of the height of the tables and their distribution within the place, and is empty from the bottom.



Administrative offices
with adequate door
and corridor width.



Accessible admission
desks with varied
heights.



External spaces in the hospital (if any), especially seating areas, must be accessible and equipped with the necessary ramps for wheelchair users between inside and outside the building, and with floor markings for blind people.



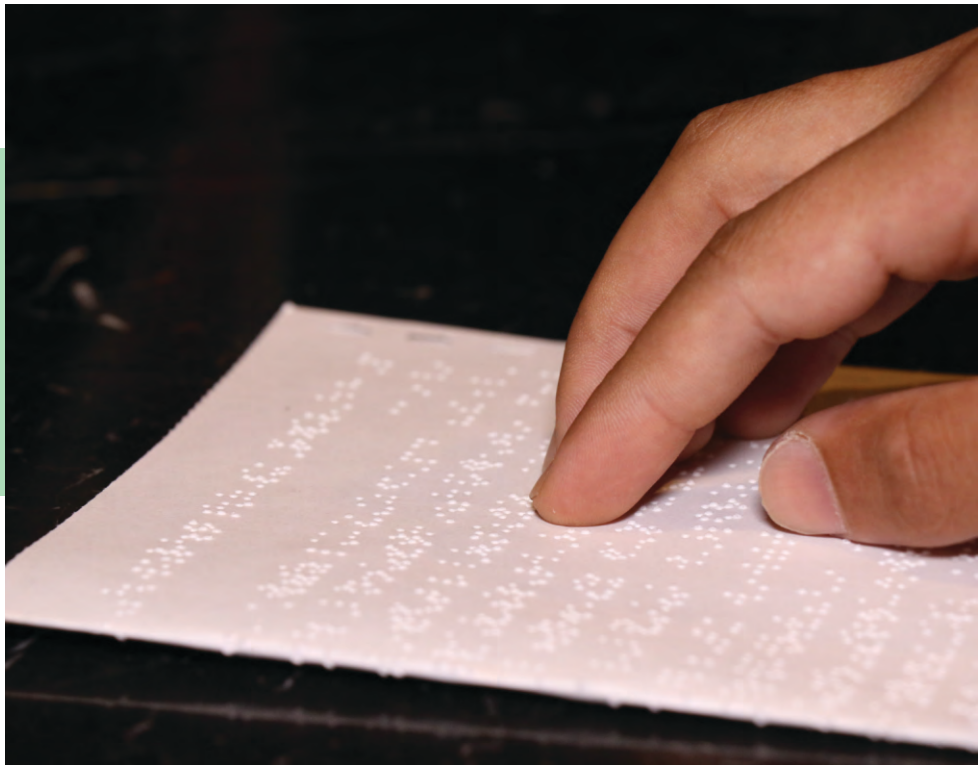
A close-up photograph of a doctor's torso. The doctor is wearing a white lab coat over a light-colored shirt and a patterned tie. A blue stethoscope is draped around their neck. They are holding a silver smartphone in their hands, with their fingers positioned as if they are about to interact with the screen. The background is a blurred hospital corridor with bright lights and other people in the distance.

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.





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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**Higher Council for the Rights of
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