CA

96051.1 Document Accessibility

(a)

All   hospital documents provided or made available to a patient under the Act or this   chapter shall comply with the following accessibility requirements: (1) Be designed and presented in a way that is   easy to read and understand by a patient. (2) Use a sans serif font in at least a 12-point   size, with section headings in a larger font size or bold/underlined font style to   distinguish different sections of the document. (3) Use plain, straightforward language that   avoids technical jargon. (4) Meet the   language requirements outlined in Health and Safety Code section 127410(a).

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(4)

Meet the   language requirements outlined in Health and Safety Code section 127410(a).

(b)

The notices required by section 96051.2, Health and Safety Code section 127410(a), and Health and Safety Code section 127425(e) shall include a tagline sheet with the following statement provided in English and in the top 15 languages spoken by limited-English-proficient (LEP) individuals in California as determined by the State Department of Health Care Services: ATTENTION: If you need help in your language, please call [phone number where patients may obtain more information] or visit [hospital office where patients may obtain more information]. The office is open [office's hours] and located at [office location information]. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. These services are free.