Accessible Services Search Guidance for Patients and Caregivers

Updated 12/5/2024

OAC 4729:5-2-05 requires all outpatient pharmacies in Ohio to notify the Ohio Board of Pharmacy of services they offer for patients with low vision, patients who are hard of hearing, and patients requiring language translation services. Patients and caregivers can use this search tool to locate Ohio pharmacies that provide accessible services.

IMPORTANT: A pharmacy that reports it offers accessible services is required to provide those services upon request, unless there is a temporary software or equipment failure of the accessible service provided.

To help Ohioans access the care and services they need, the Board has launched an Accessible Services webpage that patients and caregivers can use to search for nearby pharmacies that have the services that fit their needs. For definitions of the types of accessible services listed on this webpage, see page 6 of this document.

To visit the Accessible Services webpage, click here: www.pharmacy.ohio.gov/access

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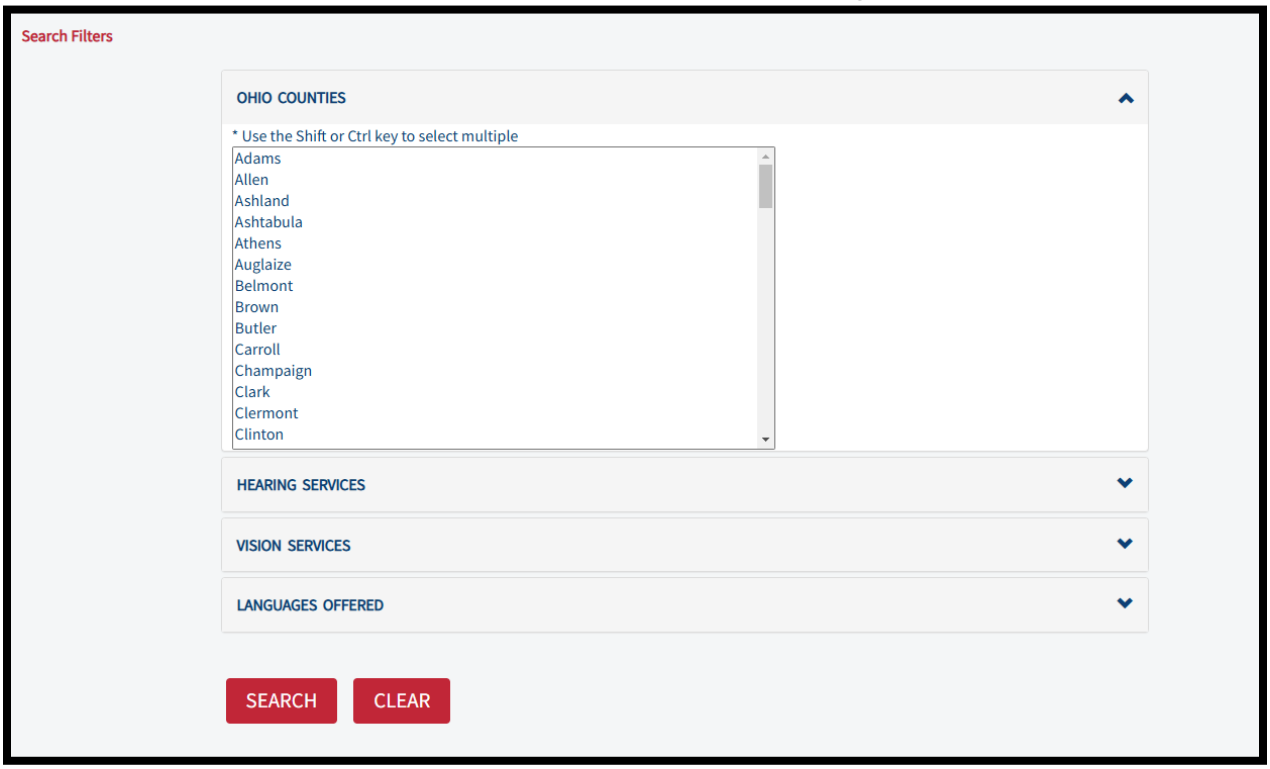
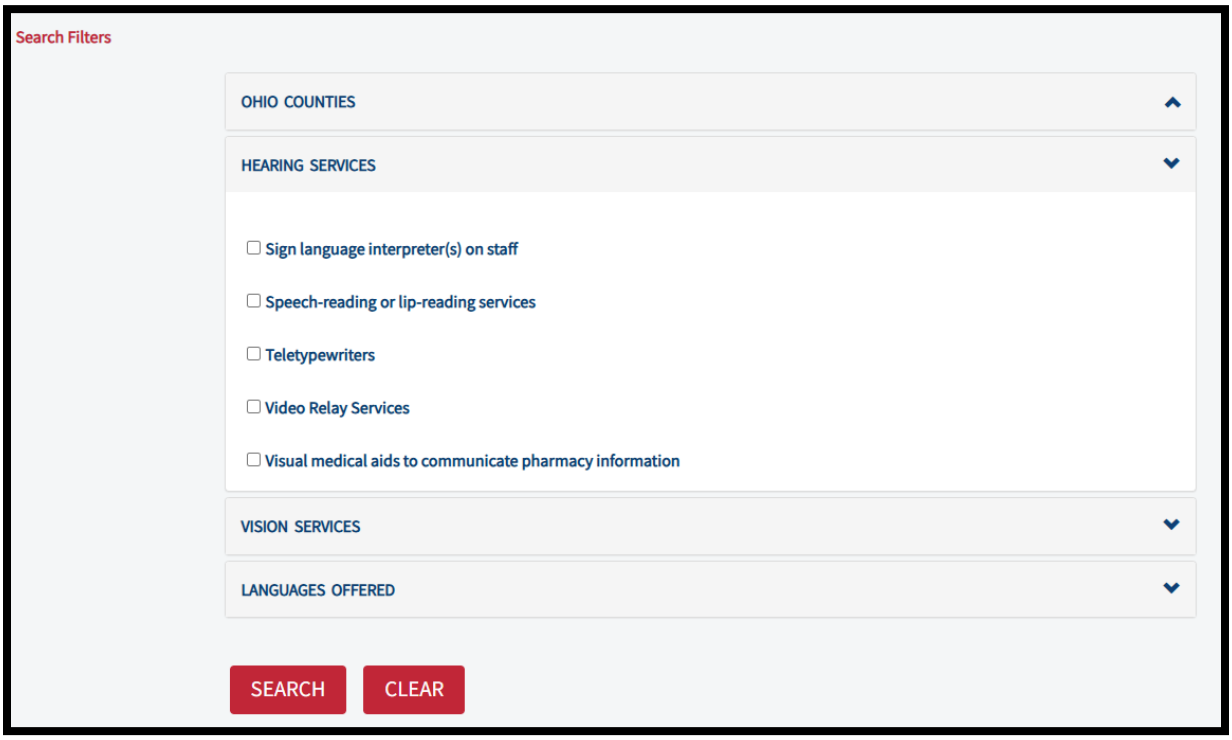
988 SUICIDE & CRISIS LIFELINE Ohio

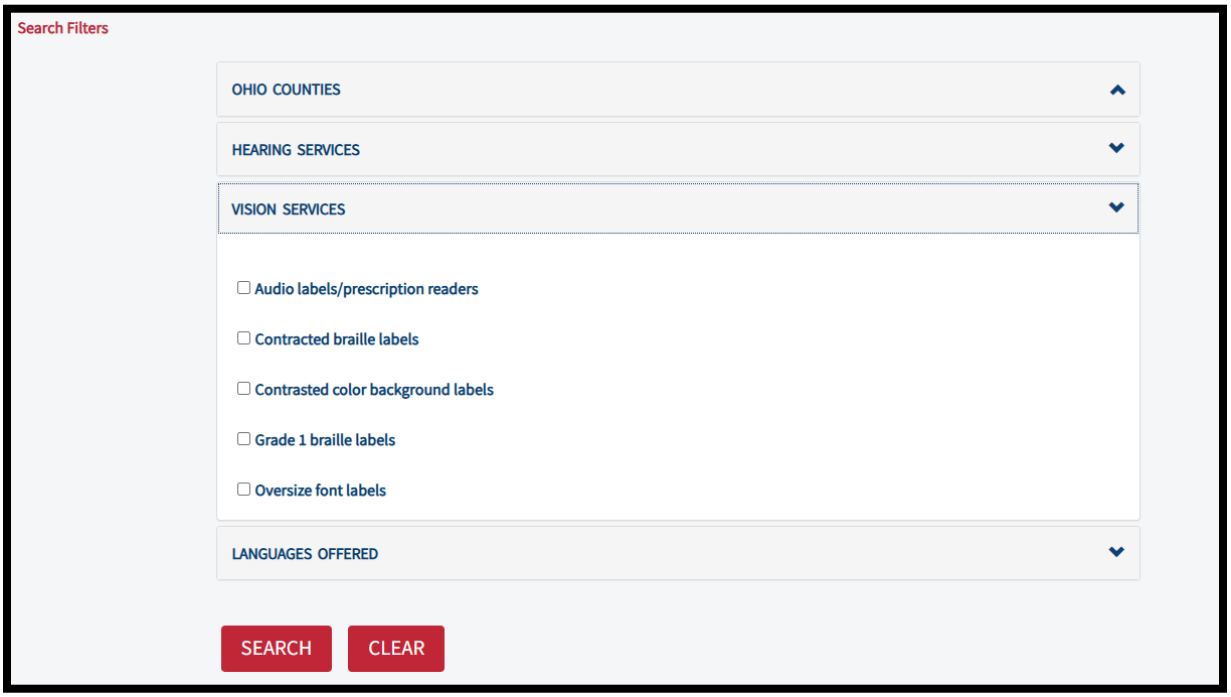
The State of Ohio is an Equal Opportunity Employer and Provider of ADA Services

The user can filter the pharmacies available by Ohio county using the first filter:

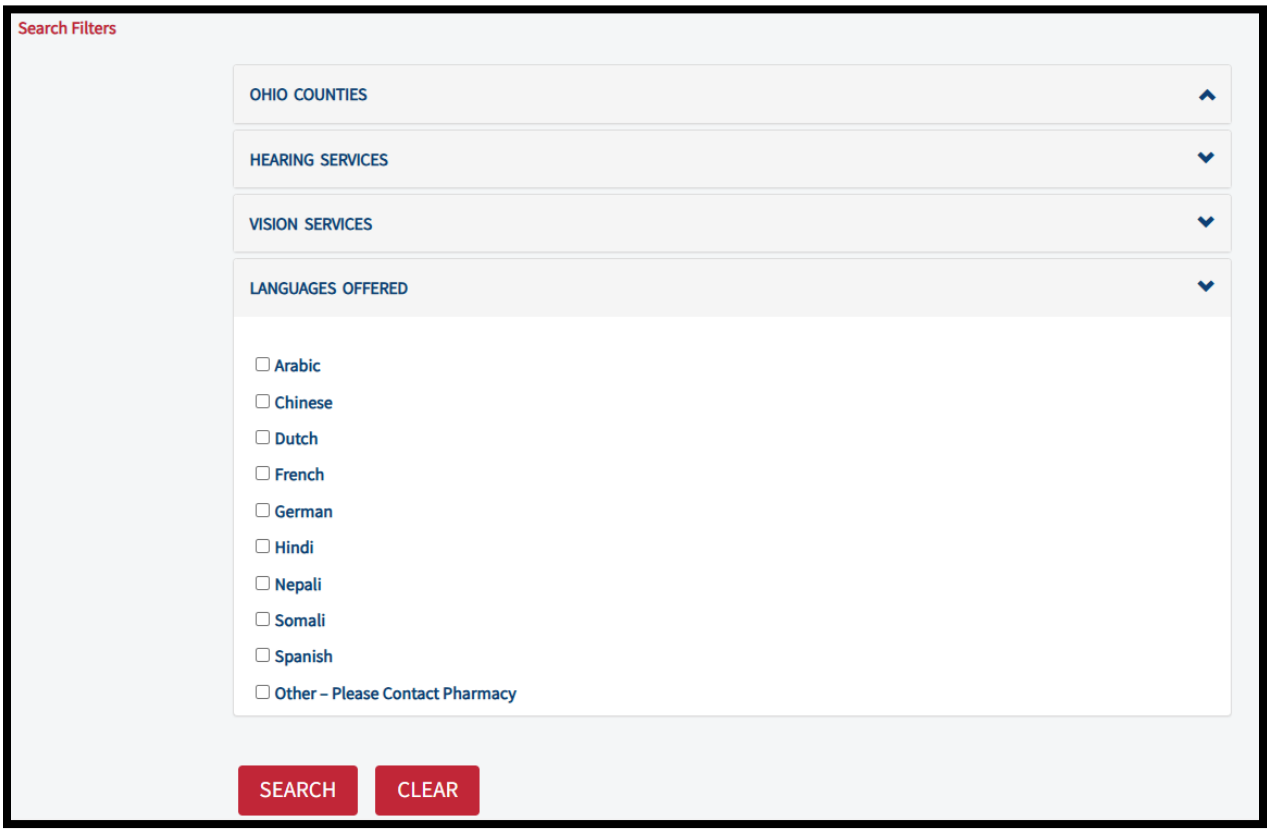


Then the user can select the types of hearing or vision services they want to see:



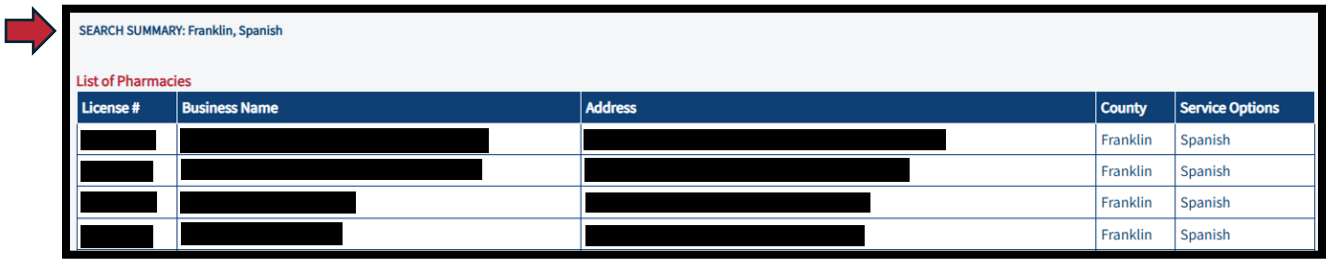


The user can also filter to find pharmacies that speak nine of the most common languages (other than English) in the state of Ohio. If a patient's language is not listed, they can check the "Other – Please Contact Pharmacy" box to find a list of pharmacies that speak other languages. The user should then contact the pharmacy to see if the specific language they are looking for is spoken at that location.



After the user has checked the services they need, click "Search".

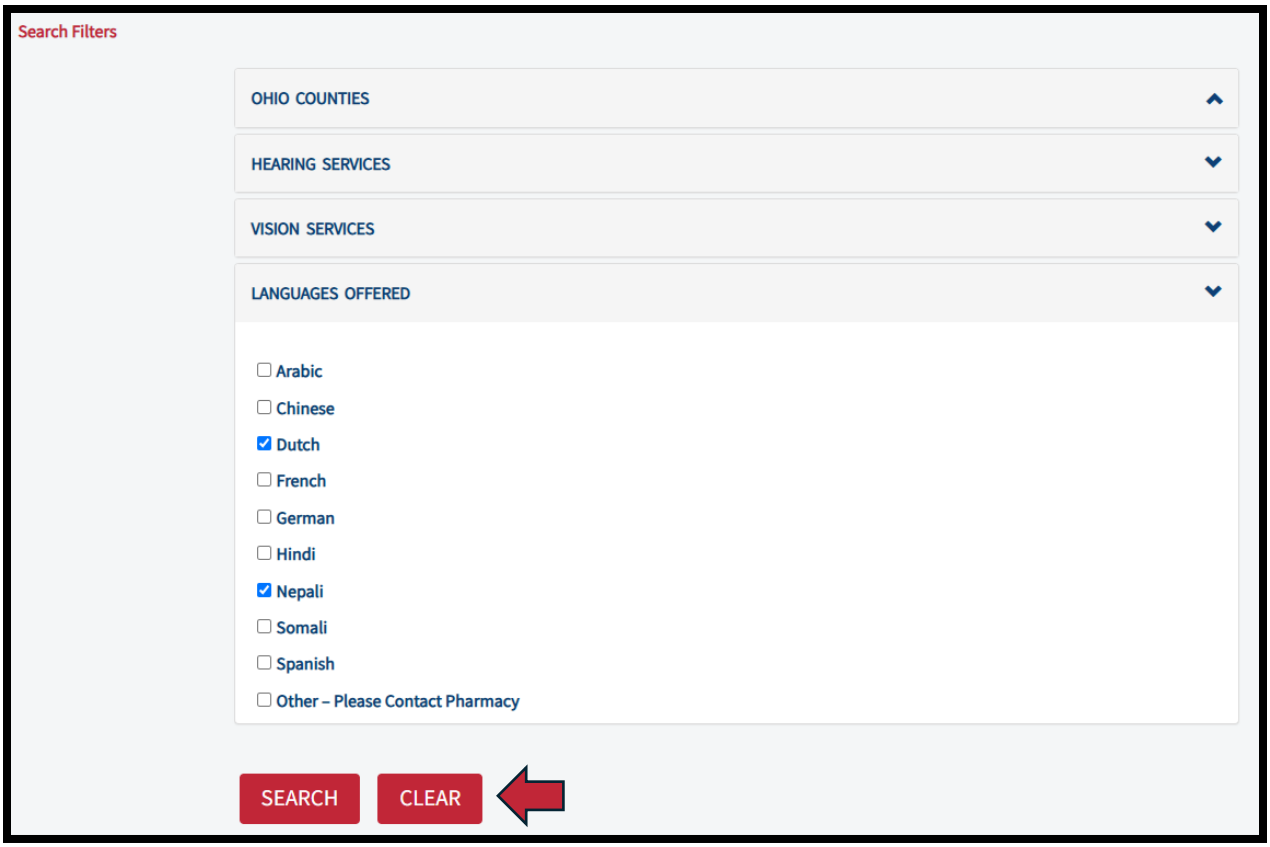
The page will generate a list of the pharmacies that meet the search criteria. The criteria are shown above the list of pharmacies where it says “SEARCH SUMMARY:”


SEARCH SUMMARY: Franklin, Spanish

List of Pharmacies

License #	Business Name	Address	County	Service Options
[redacted]	[redacted]	[redacted]	Franklin	Spanish
[redacted]	[redacted]	[redacted]	Franklin	Spanish
[redacted]	[redacted]	[redacted]	Franklin	Spanish
[redacted]	[redacted]	[redacted]	Franklin	Spanish

To update the search criteria, click “Clear” and then update your checkboxes above.



Types of Accessible Services Definitions

The types of accessible services that pharmacies can report are described in more detail below.

Hearing Impairment Services

- **Video Relay Services** – Allows people with hearing disabilities who use American Sign Language to communicate with people over the telephone using video equipment instead of through typed text.[i]
- **Teletypewriters** – Allows people with hearing disabilities who use American Sign Language to communicate with people over the telephone using typed messages. Sometimes this service is referred to as a Telecommunications Device for the Deaf (TDD).[ii]
- **Sign Language Interpreters on Staff** – Indicates that a pharmacy staff member is present and able to fluently communicate with patients with hearing disabilities using American Sign Language.
- **Speech-reading or lip-reading services** – Indicates that a pharmacy staff member is present and able to fluently communicate with patients with hearing disabilities using speech- or lip-reading (the ability to understand speech by carefully watching the lip patterns and movement of the tongue and face of the person speaking).[iii]
- **Visual medical aids to communicate pharmacy information** – Any kind of sign, pamphlet, or other visual aid that would help people with hearing disabilities understand information from the pharmacy.

Vision Impairment Services

- **Oversize font labels** – Labels for pharmacy prescription bottles that come in a larger than normal size so people with vision impairment can better read their prescription labels.
- **Contrasted color background labels** – Labels for pharmacy prescription bottles that have a strong contrast between the text and background of the label, so those who have vision impairment or are colorblind can read the labels.
- **Grade 1 braille labels** – Labels for pharmacy prescription bottles that come in Grade 1 braille. Grade 1 braille is a letter-for-letter substitution of the printed alphabet, making it the preferred braille code for beginner learners.[iv]

- **Contracted braille labels** – Labels for pharmacy prescription bottles that come in contracted braille. Contracted, or Grade 2, braille is used by more experienced braille users, with similar letters, punctuation, and numbers as Grade 1 braille, but includes special signs to represent common words or groups of letters.[v]
- **Audio labels/prescription readers** – Labels for pharmacy prescription bottles that will audibly recite the prescription information to the patient who is visually impaired.

[i] https://www.fcc.gov/consumers/guides/video-relay-services
[ii] https://www.adapacific.org/teletypewriter-tty-and-telecommunications-device-for-the-deaf-tdd/
[iii] https://www.ndcs.org.uk/advice-and-support/language-and-communication/lip-reading
[iv] https://brailleworks.com/braille-resources/what-is-braille/#Grade1Braille
[v] https://www.rnib.org.uk/living-with-sight-loss/education-and-learning/braille-tactile-codes/contracted-grade-2-braille-explained/#:%7E:text=Contracted%20(Grade%202)%20braille%20is,like%20a%20kind%20of%20shorthand