# Accessible Services Submission Guidance Document

**Updated 12/5/2024**

OAC 4729:5-2-05 requires *all outpatient pharmacies located in Ohio* to submit notification to the Ohio Board of Pharmacy of the types of language translation services, hearing services, and vision services they offer to patients using the Board's accessible services reporting webpage. Pharmacies are required to use this webpage to notify the Board of these accessible services. To submit the services offered by your pharmacy, visit: www.pharmacy.ohio.gov/ASreport

**REMINDER FOR LARGE CHAINS:** For companies that must report for multiple pharmacy locations, you can bulk report for all your pharmacy licenses using the webpage. ***NOTE: After your initial bulk submission to report accessible services, you will be unable to make changes for your pharmacies using bulk editing.*** Any further accessible services updates will have to be made individually for each pharmacy location.

**IMPORTANT REMINDERS:**

- The deadline for Ohio pharmacies to submit information is **December 6, 2024**.
- An outpatient pharmacy required to submit notification to the Board in accordance with this rule, shall notify the Board, using this online form, within thirty days of any change in the accessible services provided by the pharmacy.
- This information is also required to be reviewed and updated during the licensure renewal process for all Ohio pharmacies.
- Except in the instance of a temporary software or equipment failure, a pharmacy that reports it offers accessible services shall be required to provide those services to patients upon request.
- This information will be reported to a public website where patients can search for accessible services. This public website will be deployed closer to the November 21st submission deadline.

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

If you need additional information or assistance, please e-mail the Board at contact@pharmacy.ohio.gov

**Types of Accessible Services Definitions**

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

Hearing 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 Services

- **Oversize font labels** – Labels for pharmacy prescription bottles that come in a larger than normal size so people with low vision 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 low vision 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.

Notes:

[i] https://www.fcc.gov/consumers/guides/video-relay-services

[ii] https://www.adapacific.org/teletypewriter-tty-and-telecommunications-device-for-the-deaf-tdd/

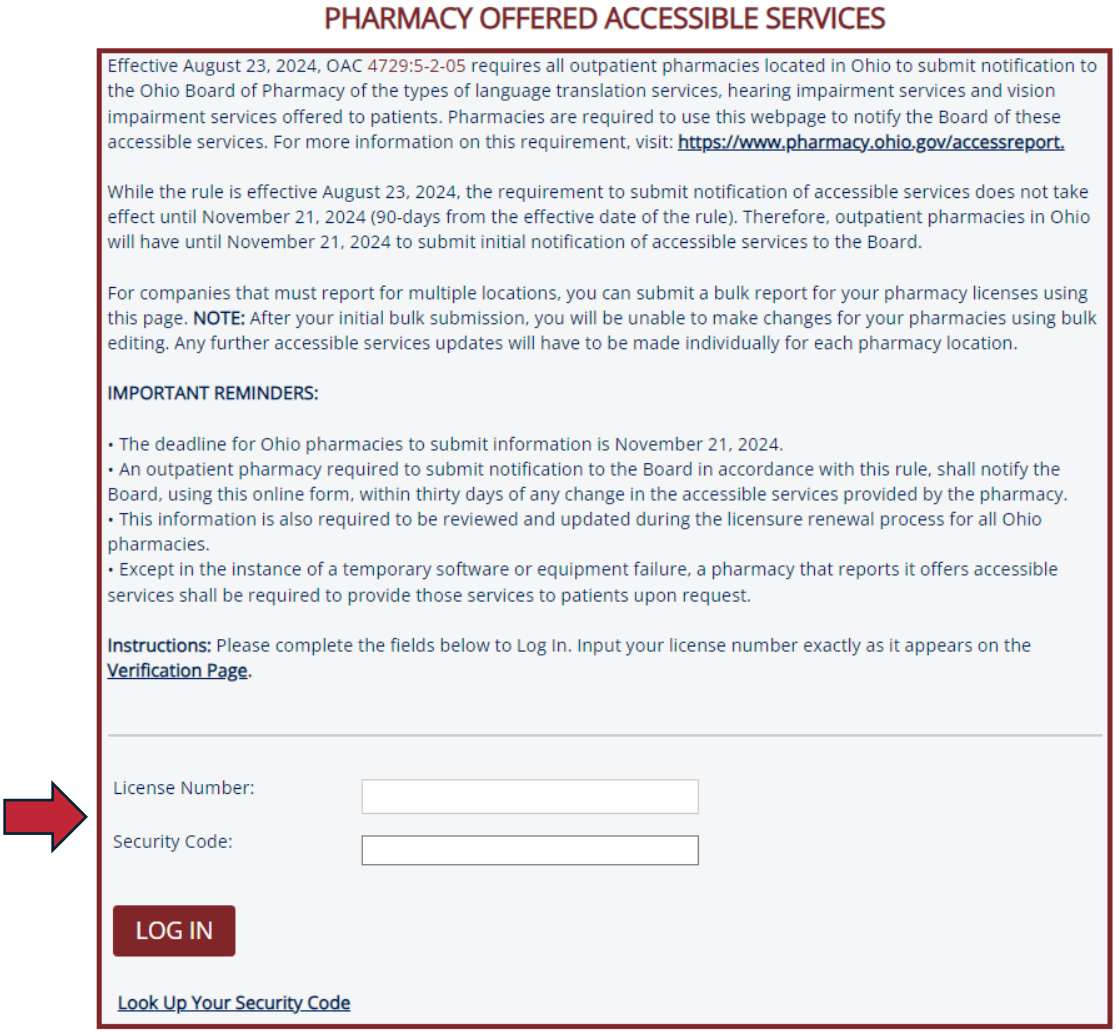
[iii] https://www.ndcs.org.uk/information-and-support/language-and-communication/spoken-language/supporting-speaking-and-listening/lip-reading/

[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/#:~:text=Contracted%20(Grade%202)%20braille%20is,like%20a%20kind%20of%20shorthand.

**How to Report Your Pharmacy's Accessible Services**

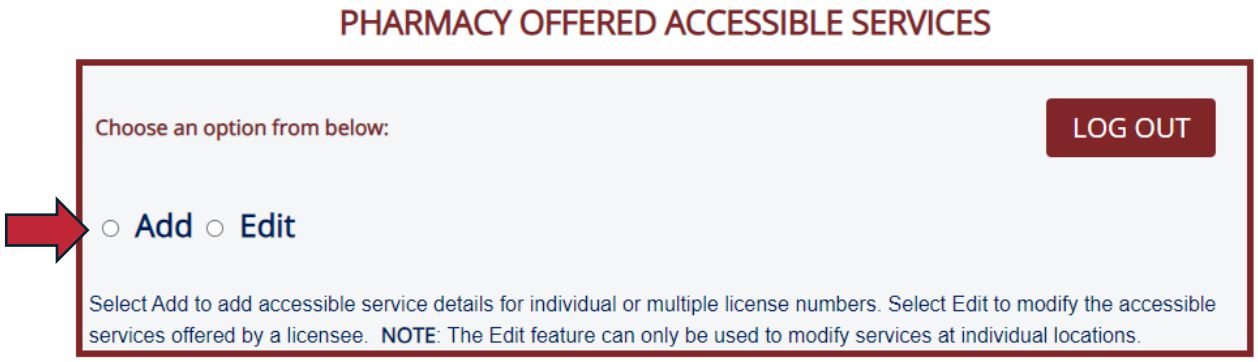
1. Visit www.pharmacy.ohio.gov/ASreport and log in with your license number and security code.




**IMPORTANT:** Click here to retrieve your security code.

2. Choose to either add your pharmacy's accessible services if this is your first time using the form for your pharmacy or edit your pharmacy's accessible services if you need to make a change to your accessible service details.

   **CAUTION:** When you are first adding your pharmacy's services, you can bulk add services for multiple pharmacies at once. However, you will be unable to make changes for your pharmacies using bulk editing once you've added services. Any further updates will have to be made *individually* for each pharmacy location.

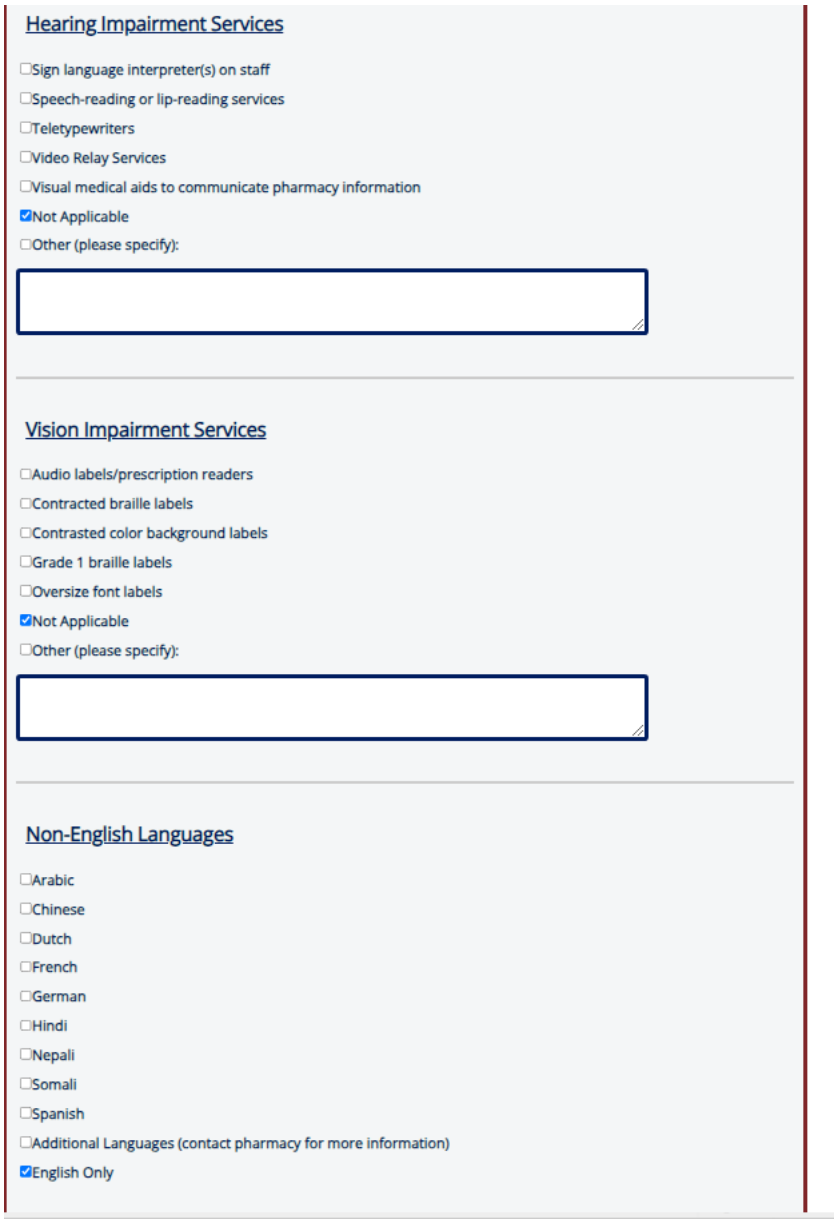


**To Add Services for a Pharmacy:**

1. Select the pharmacy or pharmacies that you would like to add services for. You can click the “Select All” button to select all your pharmacy licenses at once.

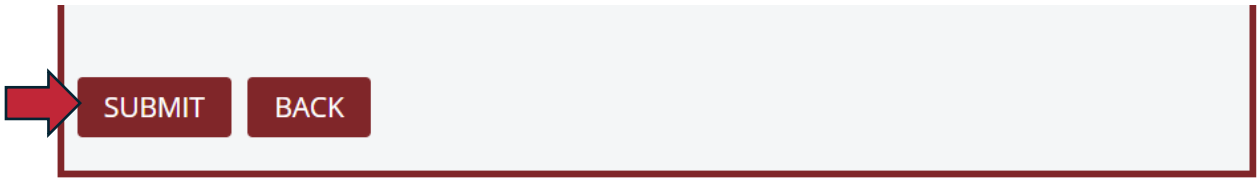


2. Use the checkboxes to select the hearing services, vision services, and non-English languages that your pharmacy offers. If your pharmacy offers other services that are not listed, check the “Other” box and add a comment explaining what kinds of services the pharmacy offers. If your pharmacy offers additional languages that are not listed on the form, you do not need to specify these languages. The Board will direct patients to call the pharmacy to confirm which additional languages they offer.




**NOTE:** If you do not offer any accessible services or language translation services, please select Not Applicable for Hearing Services and Vision Services and English Only for Non-English Languages.

3. Click the “Submit” button at the bottom of the screen to submit the accessible services offered by your pharmacy or pharmacies.

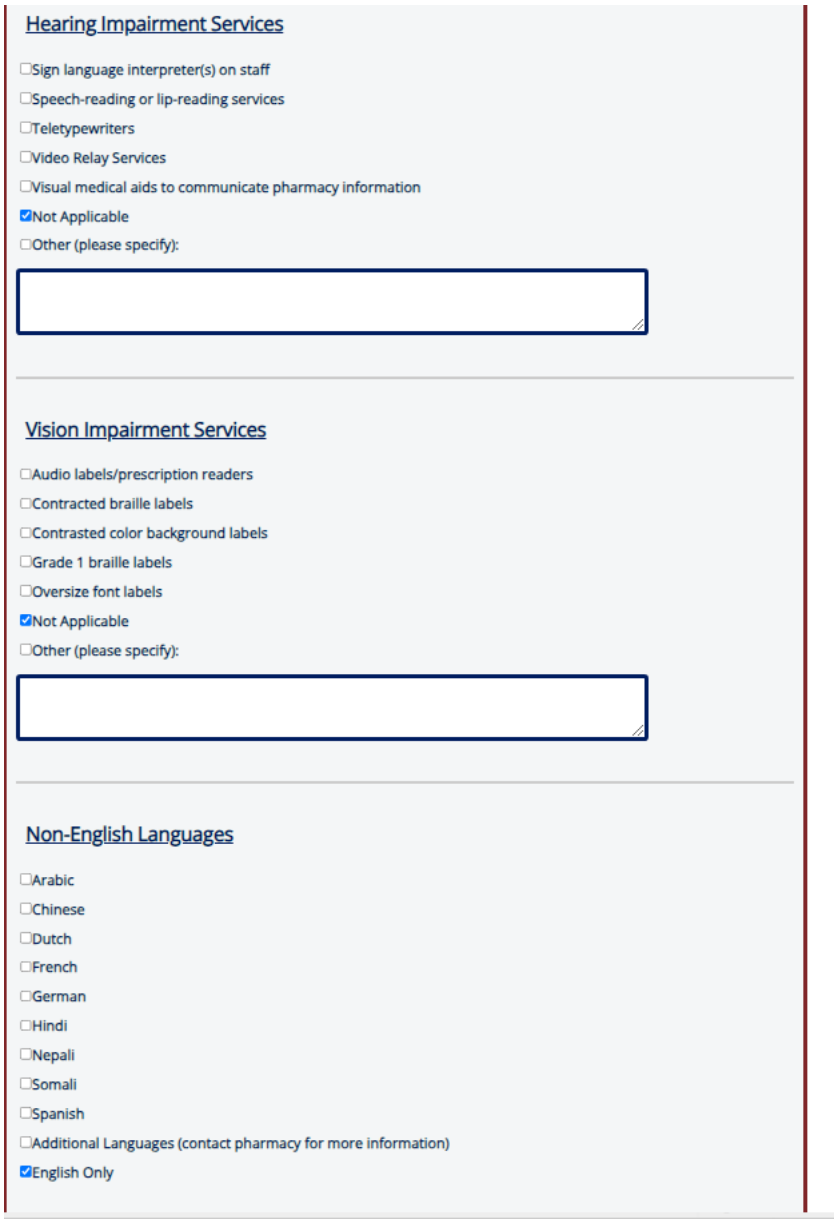


**To Edit Services for a Pharmacy:**

1. Click on the “Select” button to the left of the pharmacy information you wish to edit.



2. Use the checkboxes to select or deselect the hearing services, vision services, and non-English languages that your pharmacy offers. If your pharmacy offers other services that are not listed, check the “Other” box and add a comment explaining what kinds of services the pharmacy offers. If your pharmacy offers additional languages that are not listed on the form, you do not need to specify these languages. The Board will direct patients to call the pharmacy to confirm which additional languages they offer.




**NOTE:** If you do not offer any accessible services or language translation services, please select Not Applicable for Hearing Services and Vision Services and English Only for Non-English Languages.

3. Click the “Submit” button at the bottom of the screen to update the accessible services offered by your pharmacy.

