



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

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

Search Filters

OHIO COUNTIES 

* Use the Shift or Ctrl key to select multiple

- Adams
- Allen
- Ashland
- Ashtabula
- Athens
- Auglaize
- Belmont
- Brown
- Butler
- Carroll
- Champaign
- Clark
- Clermont
- Clinton

HEARING SERVICES 

VISION SERVICES 

LANGUAGES OFFERED 

SEARCH **CLEAR**

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

Search Filters

OHIO COUNTIES 

HEARING SERVICES 

- ☐ Sign language interpreter(s) on staff
- ☐ Speech-reading or lip-reading services
- ☐ Teletypewriters
- ☐ Video Relay Services
- ☐ Visual medical aids to communicate pharmacy information

VISION SERVICES 

LANGUAGES OFFERED 

SEARCH CLEAR

Search Filters

OHIO COUNTIES 

HEARING SERVICES 

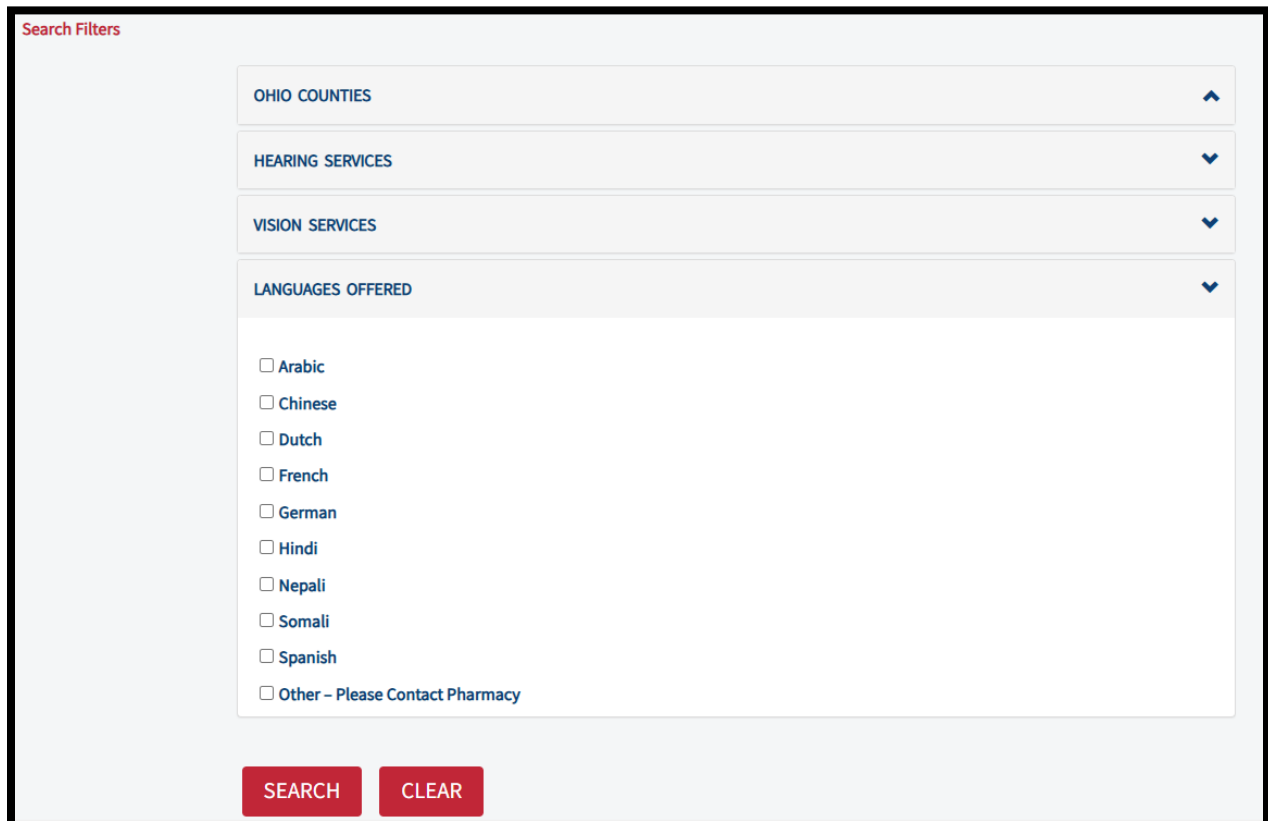
VISION SERVICES 

- ☐ Audio labels/prescription readers
- ☐ Contracted braille labels
- ☐ Contrasted color background labels
- ☐ Grade 1 braille labels
- ☐ Oversize font labels

LANGUAGES OFFERED 

SEARCH CLEAR

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.



The screenshot shows a 'Search Filters' section with four expandable categories: 'OHIO COUNTIES', 'HEARING SERVICES', 'VISION SERVICES', and 'LANGUAGES OFFERED'. The 'LANGUAGES OFFERED' category is expanded, showing a list of languages with checkboxes: Arabic, Chinese, Dutch, French, German, Hindi, Nepali, Somali, Spanish, and 'Other – Please Contact Pharmacy'. At the bottom of the filter section are two red buttons: 'SEARCH' and 'CLEAR'.

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.

Search Filters

OHIO COUNTIES

HEARING SERVICES

VISION SERVICES

LANGUAGES OFFERED

☐ Arabic

☐ Chinese

☒ Dutch

☐ French

☐ German

☐ Hindi

☒ Nepali

☐ Somali

☐ Spanish

☐ Other – Please Contact Pharmacy

SEARCH

CLEAR



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](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)