

Accommodation of Candidates with Disabilities for Examination

Policy:

Hospice Medical Director Certification Board (HMDCB) complies with the provisions of the Americans with Disabilities Act in providing reasonable accommodations to eligible candidates. Reasonable accommodations provide candidates with disabilities a fair and equal opportunity to demonstrate their knowledge and skill in the essential functions being measured by an examination. Reasonable accommodations are approved or denied based upon the individual's specific request, disability, documentation submitted, and appropriateness of the request. Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of an examination, influence the examination results, or result in an undue burden. Nothing in this policy shall be interpreted to conflict with the requirements of applicable law.

Procedure:

After completing the HMDCB application, candidates must complete PSI's online accommodation request form and attach the [Documentation of Disability-Related Needs form](#) (which must be completed by an appropriate licensed professional) with their online request. If wheelchair access is necessary, that information should be included in the request. *All requests must be sent to PSI at least **four (4) weeks prior** to a candidate's examination date.*

The physician's documentation must include the candidate's name, the diagnosis of the disability, and specific recommendations for accommodation. PSI will review the submitted forms and contact the candidate regarding the decision for accommodations.

For Exam Accommodations questions/concerns, candidates should call PSI at 1-800-367-1565 x6750 Monday through Friday, 8 AM – 5 PM CST.

When candidates submit the online accommodation request, they will also submit their availability to take the exam. Once PSI's ADA team has reviewed the request, they will call the candidate and advise if their request was approved. PSI will also confirm the Location, Date and Time of their examination. PSI is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 am to 5 pm (CST) Monday thru Friday at 913-895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

Candidates with visual, sensory, physical or learning disabilities that would prevent them from taking an examination under standard conditions may request special accommodations and arrangements which will be reviewed by PSI.