

OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES
STANDARD OPERATING PROCEDURES
Application for Disabled Parking Program

Effective: November 2013

INTENT OF THE PROGRAM

The Process For Disabled Parking:

- ❖ Covers temporary and permanent disabled parking for the Main and South Interior Buildings and Interior controlled Spaces within the Federal Reserve Building parking garage.
- ❖ Ensures applicant's sensitive medical information is protected, meeting HIPAA and other privacy standards.
- ❖ Provides a decision on the application quickly, within 3 business days from the time a completed application from the applicant's physician is received in the Health Unit.

SUBMISSION PROCEDURES

OFAS Parking Office:

- ❖ Will direct employees needing to apply for handicap parking to the application located at http://www.doi.gov/ofas/support_services/parking.cfm
- ❖ Will explain to applicants that, to protect the privacy of their medical information, the application is to be completed by the employee and the employee's treating physician and then submitted directly to the Health Unit's private fax number at (202) 208-7057.
- ❖ Will record the employee's name, contact number and e-mail in a designated "Pending Disability Parking Determinations" file.
- ❖ Will notify the health unit (via email) with the employee's name, contact number and e-mail. This will prepare the health unit to be on the lookout for an employee's application request. Plus, contact can be made with the employee if an application is not received in a reasonable time frame.
- ❖ Will receive *Section 2* of the application from the health unit with the parking determination and will assign parking accordingly, notifying the applicant within 1 business day of receiving *Section 2*.
- ❖ Advise applicants on procedures for appealing the decision by the health unit and notifies the applicant of the result of the appeal, assigning parking as appropriate. (we have to discuss an appeals procedure – are we still in agreement that 1 appeal only will be granted, and will be processed by the NP / MD? It could be that an e-mail request for reconsideration is sufficient, and the health unit will document subsequent conversations with applicant and treating physician and save those records in the medical file, notifying the parking office by a simple e-mail of the results of the appeal)

Health Unit

- ❖ Receives notice to expect a disability parking application and contacts the applicant if the physician has not provided the information needed to process the request.
- ❖ Receives the employee's application from the treating physician or directly from the employee.
- ❖ Reviews the application, contacting the treating physician if needed. Makes a determination within 3 business days and notifies the parking office (name/role tbd – primary and alternate parking office reps) by e-mail with an attached scan of the completed section 2 of the application.
- ❖ Stores the application in a confidential medical file
- ❖ Receives requests for appeal and processes them with review by the NP and Medical Director so that a decision is made within 7 business days of receipt of the appeal request.
- ❖ Notifies the parking office by e-mail of the decision made on the appeal