

Improving access to health care among people with disabilities in Uruguay

MISSING BILLION

Geography and scale: Uruguay; National **Type of disability:** All types of disabilities

Involved actors:

- Ministry of Health
- Ministry of Social Development
- PAHO/WHO
- OPDs
- UN Women
- UNPF



“Right to equality and non-discrimination of persons with disabilities”
Click on the image to visit the official website, all information in Spanish.

Best practice description

In 2018, the project “Right to equality and non-discrimination of persons with disabilities” was launched in Uruguay to improve access to health care among people with disabilities. Based on a human rights framework, people with disabilities, institutional actors and civil society established the minimum requirements to guarantee access to health care:

1. Health service providers use the Washington Group’s set of questions to identify people with disabilities.
2. Health care workers are trained about disability-inclusive health care with a human rights approach.
3. Each health facility has a focal person that provides all disability-related information.
4. Inclusive health care facilities and services are widely advertised in the population.
5. Diverse communication and information supports (e.g. braille, sign language interpreters, etc.).
6. Wait-times and appointments lengths are altered according to specific needs.
7. Direct and indirect disability-related costs are supported.
8. Universal design of health facilities.

Origin / impetus for best practice

- In 2016, an investigation found multiple forms of discrimination in Uruguay. This led the Committee on the Rights of Persons with Disabilities and the Committee on the Elimination of Discrimination against Women of Uruguay to call on the state to guarantee the rights to equality and non-discrimination of people with disabilities.

Impact / results of implementing best practice

- Training of 300 health care workers in different regions of the country and in both public and private health providers.
- Training of 50 institutions on the Washington Group questions to systematise data on disability.
- Production of accessible free online sexual and reproductive health resources.

Critical success factors for best practice

- Funding by the United Nations Partnership on the Rights of Persons with Disabilities Multi Partner Trust Fund.
- Direct participation of people with disabilities.
- Intersectoral approach including civil society and institutional actors.

Impact statement

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Lessons learned

- Permanent collaboration between actors from different institutions improves the quality of products.
- The participation of people with disabilities in the design, elaboration and validation of products is essential.
- Involvement of people with disabilities is key during training, agreement and negotiation processes.
- The shift towards a social and human rights model of disability is a gradual process.

Sources

- [Official project’s website](#)
- [Minimum requirements to guarantee health care access among people with disabilities \[in Spanish\]](#)
- [Accessible resources about sexual and reproductive health \[in Spanish\]](#)

Further links & information

- [The United Nations Partnership on the Rights of Persons with Disabilities Multi Partner Trust Fund, 2019 Annual Report](#)