

Accessible Information Standard

Accessible Communications Policy Checklist

All organisations will need to establish a clear, local policy and processes for following the Accessible Information Standard, this should include:

- How to identify individuals with information / communication needs**, including who will ask, what question(s) will be asked, how, where and when.
- How to record individuals' information and communication needs** as part of existing patient / service user record systems and administrative processes, including using specific categories / codes.
- How to ensure that there is an alert, flag or other prompt** to notify staff of an individual's information / communication needs such that they are 'highly visible' whenever the record is accessed and prompt for relevant action(s) to be taken.
- Alternative ways to contact individuals with information / communication needs** and for them to contact the service, for example via email, text message or telephone.
- How to send correspondence in alternative formats** for example in large print, via email, in easy read, in braille.
- How to obtain patient information in alternative formats** for example patient information leaflets in 'easy read'
- How to arrange for a communication professional to provide support** to a patient / service user either as soon as possible (in an urgent situation) or for an advance appointment. Have established protocols and links for remote British Sign Language (BSL) and / or speech-to-text-reporting (STTR).
- Clear guidelines for arranging a longer appointment** for a patient / service user with communication needs.
- Specific guidance on how staff can support individuals** with communication needs, for example to lipread / use a hearing aid.