

RN  
I:D



As part of the Accessible Information Standard, health and social care service providers are legally required to record your communication needs. This is so you can participate fully in discussions about your treatment and care.

Print and fill in this communication card and show it to the receptionist at your appointments, to tell them about your unique communication needs.

If you have any problems accessing health services or need more information, you can contact us. We're here to help.

#### CONTACT RNID

If you or someone close to you are deaf, or have hearing loss or tinnitus and need free confidential and impartial information and support, contact RNID. We are open 8:30am to 5.00pm, Monday to Friday.

Find out how to contact us at [rnid.org.uk/about-us/contact-us](http://rnid.org.uk/about-us/contact-us)

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### Health and care communication card

#### I am deaf/have hearing loss.

I need the right support to contact health services and to communicate well at appointments.

#### The best way to contact me is:

- Telephone
  - Email
  - Text Message
  - Relay UK
  - Video Relay/Interpreting Services
  - Other (please specify)
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#### My specific communication need is: (select all that apply)

- I use British Sign Language (BSL)
  - I use hearing aids
  - I use hearing loop systems
  - I lipread
  - Other (please specify)
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#### The Accessible Information Standard




Please make sure this information is recorded and flagged on your patient-record system, in line with **the Accessible Information Standard**

Find out more at [england.nhs.uk/accessibleinfo](http://england.nhs.uk/accessibleinfo)

#### I need a specific communication professional at my appointment:

- British Sign Language (BSL) interpreter
  - Lipspeaker
  - Speech-To-Text-Reporter (STTR)
  - Notetaker
  - Other (please specify)
- 

#### To find out more about hearing loss and how to make health services more accessible, please contact us:

-  Telephone: 0808 808 0123
-  SMS: 07360 268988
-  Email: [contact@rnid.org.uk](mailto:contact@rnid.org.uk)



You can use this form to tell your GP and other health and social care services what support you need to contact them and communicate well during appointments. Just tick the boxes, cut out and hand this form to the receptionist, who can record your information for all future visits.