

# On the record:

## Health and care communication card



A national charity since 1911

Name: \_\_\_\_\_

Date of birth:     /     /     

NHS number (if known): \_\_\_\_\_

### I need support to contact your service and communicate well during appointments.

Please accept this information as a formal notification of my access needs and update your records accordingly.

#### My communication needs (Please tick)

- |   |  |
|---|--|
| <input type="checkbox"/> I use hearing aids/cochlear implants | <input type="checkbox"/> I use British Sign Language |
| <input type="checkbox"/> I use hearing loop systems           | <input type="checkbox"/> I lipread                   |
| <input type="checkbox"/> Other (please specify): _____        |  |

#### I need professional communication support at my appointment (Please tick)

- |   |  |
|---|--|
| <input type="checkbox"/> I need a BSL interpreter         | <input type="checkbox"/> I need a lipspeaker |
| <input type="checkbox"/> I need a speech-to-text reporter | <input type="checkbox"/> I need a notetaker  |
| <input type="checkbox"/> Other (please specify): _____    |  |

#### I need to be contacted by: (Please tick)

- |  |                                     |
|--|-------------------------------------|
| <input type="checkbox"/> Telephone                     | <input type="checkbox"/> Email      |
| <input type="checkbox"/> SMS text                      | <input type="checkbox"/> Text relay |
| <input type="checkbox"/> Other (please specify): _____ |                                     |

#### I need other support for my appointment: (Please note the other support that you need)

For example: I need support to lipread; I need a longer appointment;

I need information by email/in large print/braille/Easy Read or BSL video.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please ensure that this information is recorded and flagged on your record system in line with NHS England's Accessible Information Standard.**

To find out more about the Accessible Information Standard, go to:  
[england.nhs.uk/accessibleinfo](http://england.nhs.uk/accessibleinfo)