

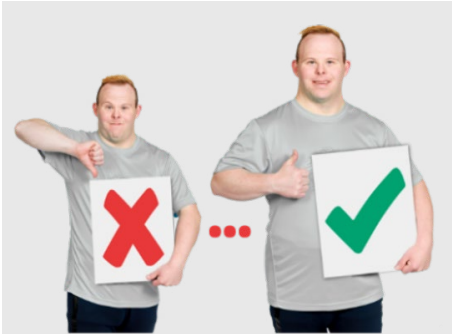
Reasonable Adjustments

Easy Read



Easy Read

Reasonable adjustments



A **reasonable adjustment** is a small change to how something is done.

It makes it easier for people with a disability to get what they need.



Adjustments take away a **barrier**.

A **barrier** is something that is in the way.

It stops someone getting what they need.



Adjustments make getting healthcare easier.



There are different types of adjustments.

It depends on what a person needs.

Adjustments before an appointment



Adjustments can happen before an appointment.

These are some examples.



Book a time that works best for them.



Send them any forms early.

So they have time to do them with support.



Use Easy Read to say what will happen.

This can help them to feel OK.

They can think about questions to ask.

Adjustments after an appointment



Adjustments can happen after an appointment.

These are some examples.



Write down the next steps for the person.

So they know what to do.



Make a new appointment with the person.

So they do not have to ring up later.



Share information about someone with a new health service.

So that service knows what to do for them.

Adjustments during an appointment



Adjustments can happen during an appointment.

These make an appointment easier.

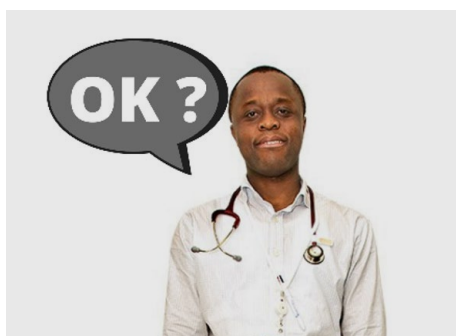
Here are some examples.



Let people wait in a quiet space.



Use an Easy Read health record together.



Check they feel OK in the appointment.

Communication



Some adjustments are about how we communicate.

Here are some examples.

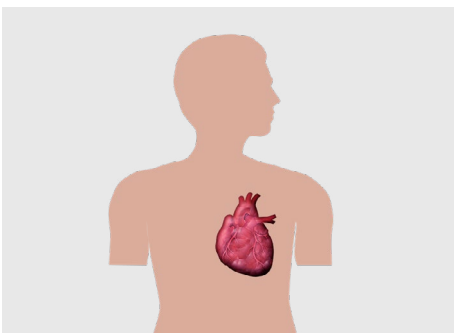


Speak in **plain language**.

Plain language means using easy words.



Use Easy Read to explain things.



Use things like pictures to explain things.

Like a picture of the body.

Listening



Adjustments can be about listening too.

Here are some examples.



Listen carefully.



Give people extra time to talk.

Give them extra time to think.



Check they understood you.

Practice task



Think about some reasonable adjustments that work for you.



What happens when health workers do not use them?



What happens when health workers use adjustments with you?
