

Tailorable **Referral Letter**

This Easy Read letter is for health workers and health administration staff to explain details of a referral to people with intellectual disability and their supporters.

****

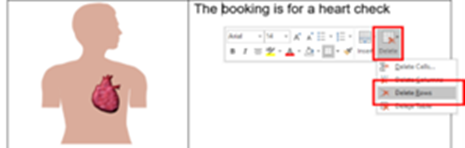
**How to use this Tailorable Easy Read Referral Letter**

It is important to make sure the person understands what this letter says. Ask the person if they read Easy Read. Find out if they need support to read Easy Read. If they do, make sure you send the letter in time for them to show a support person.

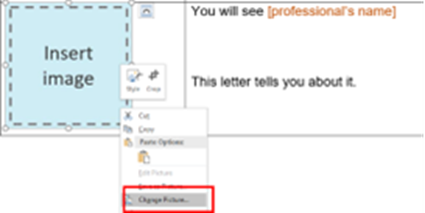
* Insert relevant text where prompted. Text placeholders and instructions are marked in between brackets and in orange. E.g. [insert text here]. Delete all irrelevant text.
* Delete the rows you do not need. E.g. delete the ‘Heart check’ section if the appointment is not for a heart check.

To delete a row:

* + 1. Click the row you want to delete.
    2. Right click and then click ‘Delete’.
    3. Click ‘Delete Rows’.



* When you have finished tailoring the letter, change all font to black. Do this by selecting the table cells and choose font colour – black.
* Add the relevant images to accurately match each sentence. You can photograph the building or find an image online. Photos taken with a mobile phone are fine. We have added image placeholders. To replace a placeholder with a new image:
  1. Save the new image in your computer.
  2. Right click on the placeholder.
  3. Click on ‘Change Picture’.
  4. Select the new image.



* Finally, remove the table lines. Do this by selecting the table cells then go to table design and select no border.
* Follow these principles when tailoring and formatting the letter to ensure it is Easy Read:
  + Nothing smaller than 14 point. Size 14 for main text and 16 or larger for headings.
  + Use Arial, Verdana or Tahoma (sans serif fonts).
  + Ensure plenty of white space. Include no more than four images per page.
  + Less is best, keep it simple:
    - Use short sentences and simple everyday words.
    - Avoid jargon and slang. If needing to use technical terms use **bold** and explain what the terms mean.
    - Avoid unnecessary details, focus on what people need to know, not what it is nice to know.

Note: All the images included in this document have been purchased through stock sites and Photosymbols and cannot be reproduced, redistributed or used for any other purpose without their permission. You need to ask CID if you want to use any of the pictures. Contact CID at [health@cid.org.au](mailto:health@cid.org.au).

**Easy Read Referral Letter**

|  |  |
| --- | --- |
| C:\Users\lize\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\EA89DB29.tmp | Dear [patient name] |
|  | This is your **referral letter**.  A **referral** **letter** says you need to see a different health worker.    It also says why you need to see them. |
| C:\Users\lize\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\EA89DB29.tmp | This referral letter is to see [insert name of health worker].  [Health worker’s name] is a [insert role].  This is a picture of [health worker’s name]. |
|  | This referral letter is to see a doctor.  The doctor will talk to you about [reason for referral]. |
| C:\Users\nicolea\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Dentist.jpg | This referral letter is to see a **dentist**.  A dentist checks your teeth. |
|  | This referral letter is to see a **speech therapist.**  A speech therapist supports you to speak and eat. |
| C:\Users\NicoleAscaino\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Psychologist.jpg | This referral letter is to see a **psychologist**.  A **psychologist** supports your mental health.  You can talk to a **psychologist** about how you are feeling. |
| Medication Review | This referral letter is to see a **psychiatrist**.  A **psychiatrist** supports you with medicine for your mental health. |
|  | This referral letter is to see a **physiotherapist.** **Physio** for short.  A **physio** supports you to move your body. |
|  | This referral letter is to see a **occupational** **therapist**. **OT** for short.  An **OT** supports you to do your everyday things. |
| Choke Risk 3 | This referral letter is to see a **dietitian**.  A dietitian talks to you about healthy food. |
| Optician eye test2 | This referral letter is to see an **optometrist**.  An optometrist checks your eyes. |
| Hearing test3 | This referral letter is to see an ear specialist. |
| Ultrasound3 | This referral letter is to get an **ultrasound.**  An **ultrasound** is a kind of scan.  It will help to see what is going on. |
| Heart 2 | This referral letter is for a heart check. |
| Stomach Ache 2 | This referral letter is to check your stomach. |
| C:\Users\lize\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\EA89DB29.tmp | You need this referral letter because [insert reasons for referral.] |
| Phone 1 Happy | You can call [insert name of health worker referred to] on [insert number]. |
| C:\Users\nicolea\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Medication Read (1).png  C:\Users\NicoleAscaino\Downloads\When_ (2).png | You can talk about   * Your health and sickness if you are sick * Your medicine * Booking an appointment |
| C:\Users\NicoleAscaino\Downloads\Doctor Phone 1.png | It is OK if you need support during the call.  You can ask the receptionist for support to book an appointment. |
| C:\Users\NicoleAscaino\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\51B00598.tmp | Thank you for reading this letter.  This letter is from [name of person sending letter]. |
| Question 5 | If you have any questions you can call [name of person sending letter] on [insert number.] |
| **X**  **TYPE MONTH** | This referral letter was sent on [insert date]. |