



Council for  
Intellectual Disability



# Reasonable Adjustments Checklist for Health Professionals

A checklist for health professionals to use before, during and after a person with intellectual disability presents for a health appointment.

Use this checklist as a guide for reasonable adjustments you can make. Be mindful that adjustments will be different for each person.

Review this checklist and tick the box if you have offered or completed the change.

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## Before an appointment

- Considered if any background information is known about the person.
- Reviewed the person's medical history before the appointment to identify potential reasonable adjustments and indications about how to enhance the person's decision-making capabilities.
- Considered whether the person needs to take medication before coming to the procedure.
- If medication is needed, confirmed if it is taken at home or at the clinic to avoid waiting time.



## During an appointment

- Minimised the wait time to the extent possible, to lower the risk of the person becoming distressed while waiting, or communicated the waiting time.
- Gathered information about the person's communication needs.  
Asked the person directly.
- Built rapport first by getting to know what the person likes and shared about yourself.
- Found out what the accompanying person(s) role or relationship is to the person with intellectual disability.
- With consent of the person, identified members of their support network who need to be involved in their health care.
- Identified the person's substitute decision-maker when required.
- Involved the person, their support people and their regular health professionals as requested by the person.
- Used an Easy Read health record together, like the [My Health Matters Folder](#).
- Adjusted communication methods by taking into account the person's communication needs.
- Made reasonable adjustments to consider the person's ability to cope with different environments, changes in routines, unfamiliar procedures and unfamiliar staff.
- Made reasonable adjustments that align with behaviour support strategies to support the person in de-escalating or avoiding distress when required.
- Asked if the person needs a longer appointment.
- Asked if person wants to have a small break in long appointments.



## After an appointment

- Recapped and wrote down the key points at the end of the consultation for the person to take home. Used clear and simple words or [Easy Read My Health Appointment Form](#).
  - Made referrals easy to follow up for the person. Provided [Easy Read Referral Letter](#).
  - Recommended the person and their supporters contact the health worker you referred them to, to provide information about the adjustments needed.
  - Provided accessible information about new prescriptions, like the [Easy Read Medicine Letter](#).
  - Established effective working relationships with other local health and disability service providers to improve transfer and coordination of care.
  - Clearly documented needs and reasonable adjustments in the person's health records and shared them when referring to other services.
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## More information and resources

- [My Health Matters Folder](#). People with intellectual disability can use this folder as a tool to communicate health care needs and reasonable adjustments.
- Easy Read [My Health Appointment Form](#).
- [Tailorable Easy Read Health Letters](#).
- CID - Department of Health, [Resources for Health Practitioners](#). This document contains resources for health practitioners, including resources on care coordination on page 9.
- View and download CID Health resources [here](#).
- Complete CID's [Just Include Me eLearning](#) for tips on how to provide reasonable adjustments, and information to improve your communication skills.



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**For more information you can contact us:**

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# Reasonable Adjustments Checklist for Administration Staff

A checklist for health receptionists and administration staff to use before and after a person with intellectual disability presents for a health appointment.

Use this checklist as a guide for reasonable adjustments you can make. Be mindful that adjustments will be different for each person.

Review this checklist and tick the box if you have offered or completed the change.

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## Before an appointment

- Gathered background information in anticipation of the adjustments required.
- Requested the person with intellectual disability to fill in an Easy Read health record, like the [My Health Matters Folder](#).
- Asked the person what time of day suits best for appointments and what method of contact works best for appointment reminders.
- Offered to send information about appointments to a support person.

- Checked if the person needs a longer appointment.
  - Asked if the person needs to visit or see photos of the health worker and the clinic before the appointment.
  - Asked if the person needs to see a social story with pictures of the clinic, what will happen and who the clinicians are. [The Say Less, Show More](#) series has some examples of social stories.
  - Provided accessible information about the appointment and how to get there, like the [Easy Read Appointment Letter and Easy Read How to Get There Letter](#).
  - Made available a less busy, low arousal part of the waiting area to accommodate sensory needs if required, and communicated its availability to the person and their supporters.
  - Allowed the person to wait outside if they are feeling overstimulated or restricted.
  - Included wayfinding information in the building that is in Easy Read or uses symbols.
  - Avoided having furniture or clutter in small spaces and hallways which could be a hazard to someone with mobility or visibility issues.
  - Ensured physical access adjustments like ramps, rooms and equipment (e.g. scales) that accommodate a wheelchair.
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## After an appointment

- Made any follow-up appointments on the spot.
- Confirmed the best method of contact for appointment reminders, and asked the person if someone else in their support network should receive the reminders.

## More information and resources

- [My Health Matters Folder](#). Part 1- About Me, contains helpful information about the adjustments you can make to support the person.
- Complete [CID's Just Include Me eLearning](#) for tips on how to provide reasonable adjustments, and information to improve your communication skills.
- View and download CID Health resources [here](#).



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