



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.



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:

E: health@cid.org.au

P: 1800 424 065

W: www.cid.org.au