



### **Accessible Information Standard (AIS)**

We will ask every patient about their communication needs and record:

- Preferred communication format
- Language requirements
- Need for an interpreter
- Sensory, cognitive, or learning support needs

Examples of accessible formats:

- Large print
- Easy-Read
- British Sign Language interpreter Email or text communication Written summaries
- Use of translation services

Accessible communication needs are flagged in patient records and followed at every contact.