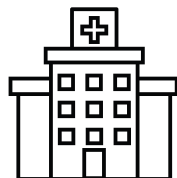


Accessible Information Standard for deaf and hard of hearing patients

THE DEAF HEALTH
CHARITY
SIGNHEALTH

All NHS providers are
legally required to follow the NHS
Accessible Information Standard (AIS).



Health providers must **ask** patients
what their communication needs
are and **record** the information.

Ask



I need a qualified
BSL interpreter



Deaf patient

Patient records must **flag**
needs and services must
provide communication
support or accessible
information.



And **share** this information with
other NHS services involved in
the patient's care.

The Accessible Information Standard (DCB1605 Accessible Information)

THE DEAF HEALTH CHARITY
SIGNHEALTH

Specifications for DCB1605 from NHS England are available within the Equality Frameworks and Information Standards



NHS website

Patient experiences and recommendations for best practice can be found in our Review of the Accessible Information Standard



View here

STILL SICK OF IT

More information about the rights of deaf patients available at signhealth.org.uk/stillsickofit



SSOI Website



By law, you must meet the communication preferences of deaf patients. For BSL signers, this may involve booking registered interpreters, face-to-face appointments, or other assistance. The AIS is a legal right.