

My ACCESS Plan

Communication supports for better health and health outcomes

I know how I communicate best. Please ask me what helps, talk with me directly, and give me the time and support I need to take part in my care.

A – Ask how I communicate

I communicate by:

- ☐ talking
- ☐ spelling/writing/drawing
- ☐ gesturing/pointing
- ☐ pictures
- ☐ yes/no questions
- ☐ communication board, book or device

C – Communicate directly

Please talk to me – not only to my family member or care partner.

The person with me today is:

C – Check understanding

Tell me if you don't understand me. Some ways to know I understood you are if:

- ☐ I can say it back to you
- ☐ I can read it back to you
- ☐ I nod my head "yes"
- ☐ you check with the person with me today
- ☐ _____

E – Environment

- Sit where I can see your face, and you can see mine
- Take off masks, or use clear masks, when possible
- Use a quiet room
- Check for good lighting

S – Slow down

- Talk slowly.
- Give me time to respond.

It will save us both time in the long run.

S – Support our conversation

- Use everyday words, not technical medical words when you can
- Write important words
- Use gestures or point
- Show me pictures

Other important information:

Want to learn more about supporting communication?
Go to <https://www.asha.org/practice/communication-access/>

