

Better Health Starts With Effective Communication

Communication access ensures that individuals with communication disabilities can fully participate in and benefit from health services and programs. By improving access, you can enhance health outcomes, reduce costs, and promote equitable care.

HOW CAN YOU HELP?

Start with **ACCESS** for more effective communication and better health outcomes.



Ask about communication preferences, strategies, and accommodations **before** care begins.



Communicate directly with the person unless specified otherwise.



Confirm understanding of information given and received.



Eliminate environmental distractions—and give your full attention.



Slow down to allow time for processing information and responding.



Support interactions using different communication methods—like gestures, writing, drawing, pictures, communication boards, videos, or assistive technology.

