

# Access Support Card

The Access Support Card has been introduced to assist patients and visitors who have a specific requirement to communicate effectively with hospital staff.

Any patient or visitor with a communication difficulty or disability can have access to the card. The bright yellow card should be presented at reception on arrival for an appointment at the RD&E to indicate that extra support or assistance may be required.

Four key actions which could be prompted by showing the Access Support Card are:

- Where possible any future appointments are made before the patient leaves the hospital
- Information is provided in a way the patient can understand – for example as interpretation / translation services, Braille, audio, large print, easy read format
- Appropriate support is available for the patient to access their appointment for example, hospital volunteers sitting with patient or guide them to a room
- Patient notes have a specific requirement symbol to alert staff that extra support may be required.

Space is provided on the reverse of the Access Support card to write the patients NHS Hospital number and emergency contact number.

**Interested?** Please complete the enclosed application form.

# Here to help

Our Health Information Centre (HIC) nursing and health promotion team can provide advice and information on a wide range of health-related topics.

## We also offer:

- Services for people with disabilities.
- Information in large print, Braille and Easy Read formats.
- Information on audio tape and CD-ROM.
- A service to provide information in a language other than English.

The **HIC** can be contacted on: **01392 402071**

For RD&E services log on to:

**[www.rdehospital.nhs.uk](http://www.rdehospital.nhs.uk)**

Smoking is not allowed on any of the RD&E sites. Patients, visitors and staff cannot smoke in or around any buildings, car parks or courtyard gardens.

For information on how to stop smoking, see your GP before coming into hospital or phone the **Stop Smoking Service** on **0845 111 1142**. This is a local service run by Devon Primary Care Trust.

Information about the RD&E Access Support Card is available from:

Natalie Stone, 01392 402187

[Natalie.stone@rdeft.nhs.uk](mailto:Natalie.stone@rdeft.nhs.uk)

Or

Liz Jennings, 01392 402237

[liz.jennings@rdeft.nhs.uk](mailto:liz.jennings@rdeft.nhs.uk)

# Need help?



# Just A.S.C.

**If you or somebody you know has a specific requirement that makes communicating difficult, then the Access Support Card may be of benefit.**

**Please see the reverse of this leaflet for further information or inside for an application form.**

## Access Support Card (ASC) Application Form

The details on this form should be those of the person requiring an Access Support Card. Please complete and return to Natalie Stone, Governance Support Unit, Royal Devon & Exeter Hospital, Barrack Road, Wonford, Exeter, EX2 5DW. If there are any queries relating to your application we will contact you, otherwise a card will be despatched within 30 days. For further information please telephone 01392 402187 / 2237.

Please use BLOCK CAPITALS.

### Form completed by (Please tick)

- Patient     Carer     Family member     Friend  
 Other \_\_\_\_\_

**Today's date** \_\_\_\_\_

**Title**     Mr  Mrs  Ms  Miss  Other \_\_\_\_\_

**Forename** \_\_\_\_\_

**Surname** \_\_\_\_\_

**Date of birth** \_\_\_\_\_

**Address**

**Telephone** \_\_\_\_\_

**Please give details of your specific requirement**

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### FOR OFFICE USE ONLY

NHS Number: \_\_\_\_\_ Date approved: \_\_\_\_\_  
ASC Number: \_\_\_\_\_ Date card sent: \_\_\_\_\_