DPH
NH Disability &
Public Health Project

Responsive Practice:
Accessible & Adaptive Communication
Learning Summary & Resources

Resources

NH Disability & Public Health Project (DPH)
- ✓ http://nhdisabilityhealth.org/making-public-health-accessible
- ✓ Request Technical Assistance
- ✓ Assess the inclusiveness and accessibility of printed materials, websites, and marketing outputs

ADA National Network
- ✓ https://adata.org/factsheet/accessible-health-care
- ✓ Assess physical accessibility

National Registry of Interpreters for the Deaf
- ✓ www.rid.org

National Federation of the Blind
- ✓ https://nfb.org/resources/braille-resources

Assistive Technology in New Hampshire
- ✓ https://iod.unh.edu/projects/assistive-technology-new-hampshire-atinnh
- ✓ Equipment demonstrations, loans, and refurbishing/reuse
- ✓ Assistive technology training, classes, workshops, and policy

Lessons Learned

1. **Presume competence**
   - Address the patient directly
   - Respect privacy, autonomy, and individuality

2. **Identify and use alternate methods of communication**
   - Verbal and/or nonverbal
   - Graphics & visual aids
   - Interaction with assistive technology
   - Plain language without jargon

3. **Allow time for mutual understanding**
   - Learn how people express themselves
   - Be patient, given them enough time to respond

4. **Set clear and reasonable expectations**
   - Informational materials in alternative formats

Available in alternative formats on request

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