



UNIVERSAL DESIGN FOR NEUROINCLUSIVE HEALTHCARE - INSTRUCTIONS FOR CLINICIANS

Getting healthcare can be hard. For many people, it's easier when they can say ahead of time what they need — and when their care team already knows how to help.

This tool helps patients and care teams start that conversation. It is for everyone — not just people who have asked for accommodations. Small changes to the environment can make a big difference.

"By simply offering this form, the practice is sending a message to the patient: we care about your needs. I suspect it also makes the patient feel seen and understood — for some patients, this is the first time they've felt that within healthcare."

- Feedback from primary care physician reviewer

HOW TO USE THIS TOOL

This form is a starting point. Most practices will need to adapt it before sharing with patients.

1. Go through the form and remove anything your practice cannot offer. Only include what you can deliver.
2. Add anything that is specific to your practice.
3. Offer it to all new patients — not only those who have disclosed a diagnosis or requested an accommodation.
4. Assign someone on your team to read responses before the appointment.
5. This works best when the whole practice is on board — not just one provider.

Need help getting started?

We offer trainings and consultations. Visit <https://allbrainsbelong.org/education>

More Resources from All Brains Belong VT

- [A Failure of Imagination: How the Healthcare System Fails Neurodivergent People—And What We're Doing Instead](#)
- [Brain Club®](#) - virtual community education about neuroinclusive culture
- [Clinician Resources](#)
- [Autistic & ADHD Adult Clinician Guide](#)



Your Customized Healthcare Experience: New Patient Onboarding

We want your healthcare visits to feel safe and comfortable. We want to work with you to make your visit fit your needs. This form has different parts of a healthcare visit. For each part, you can tell us what works best for you. Check the boxes next to things you want to try. Skip anything you want. You can add or change your answers. Not everything will be available at every practice. We will do our best.

This form may feel like a lot. Please complete the questions that are important to you. Skip what doesn't feel important. You can answer with as much or as little detail as you want. *If you are filling this out for someone else, answer these questions about their experience (ask them for input if possible). You can also add anything about your own needs as a caregiver.*

Patient name _____

1) What helps you feel comfortable during healthcare experiences?

2) Is there anything that has been stressful, frustrating, or unhelpful about your previous healthcare experiences, so we can try to avoid similar situations? Feel free to skip this question if it's too stressful.

Scheduling and logistics

3) How do you prefer to schedule appointments?

- | | |
|---|--|
| ☐ Call by phone | ☐ Email with us |
| ☐ Schedule while you are in-person | ☐ Text with us |
| ☐ Book online | |

4) Do any of the following make appointments harder for you?

For in-person appointments

- ☐ Difficulty with transportation
- ☐ Difficulty with childcare
- ☐ Work schedule not matching office hours
- ☐ Other _____

For telehealth appointments

- ☐ Unreliable internet
- ☐ No computer or tablet at home
- ☐ Certain colors are hard to see or stressful
- ☐ Things that move on a screen stress me
- ☐ Work schedule not matching office hours
- ☐ Other _____



Communication

This section has a lot of options. Answer the questions that feel helpful to you. Skip anything that is too much.

5) How do you best communicate?

- ☐ Speak
- ☐ Write on paper
- ☐ Type on a computer or laptop
- ☐ Type or text on a phone
- ☐ Use an alternative augmentative communication (AAC) device
- ☐ Point to pictures
- ☐ Send written information or questions ahead of time
- ☐ Record myself with audio or video ahead of time
- ☐ Draw
- ☐ Use American Sign Language
- ☐ Use a letterboard
- ☐ Use a visual choice board for yes / no / I need more time
- ☐ Other _____

6) How do you like to take in new information?

- ☐ Listen to others speak in person
- ☐ Listen to others speak virtually
- ☐ Watch videos
- ☐ Read
- ☐ Look at pictures or diagrams
- ☐ Other

7) Which of these things helps you communicate comfortably during healthcare?

(Select all that apply.)

It helps me if...

- ☐ We avoid direct eye contact
- ☐ We make eye contact
- ☐ We skip small talk
- ☐ The provider avoids asking direct questions
- ☐ The provider avoids asking open-ended questions
- ☐ I get to choose from menus/lists
- ☐ The provider uses short sentences with one idea at a time
- ☐ We take breaks during appointments
- ☐ I get to talk about my major interests & passions
- ☐ Send a written document with questions ahead of time
- ☐ Send a video or audio recording ahead of time
- ☐ Speak slowly and clearly
- ☐ Pause to give me time to absorb information
- ☐ Other _____



How we spend our time together

8) Where would you prefer to wait for your appointment?

- ☐ My car, and receive a text message when my clinician is ready to see me
- ☐ A dimly lit waiting room
- ☐ A brightly lit waiting room
- ☐ Quiet room

9) How we can set up the space and what we can have ready for you: Please let us know if you'd like to try any of these to make your appointment more comfortable.

(If you have a telemedicine appointment, we welcome you to use anything you have at home).

☐ Fidgets and focus tools ☐ Doodling/drawing ☐ Background music/sound ☐ Headphones as ear protection (no music) ☐ Turn off white-noise machine	☐ Cooler room ☐ Warmer room ☐ Soft/squishy furniture ☐ Firm/supportive furniture ☐ Rocking chairs ☐ Reclining furniture ☐ Weighted lap pad	☐ Exam room door left partially open (if possible) ☐ Dim lighting ☐ Bright lighting ☐ Preview photo or video of the office <i>sent to you ahead of time</i>
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10) It can be hard to keep track of time during appointments. Here are some things that can help. Which of these things would you like us to try?

- ☐ Clearly identify beginning, middle, and end of appointment
- ☐ Time checks to stay on task
- ☐ A written agenda
- ☐ Extra time to process what has been said
- ☐ Extra time before making decisions
- ☐ Other _____

Taking Home What Happened During an Appointment

11) Here are ways we can help you "take home" what happened during the appointment.

Please check all that might help. *We can use some appointment time to prepare these.*

☐ Write out step-by-step instructions ☐ Print out instructions ☐ Emailed instructions ☐ Instructions sent by text ☐ Meet with a staff member to review instructions	☐ Use pictures ☐ Use videos/YouTube ☐ Do next steps together during your appointment ☐ Staff help schedule follow-up appointments	Anything else that would be helpful? _____ _____ _____ _____
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