

Reception staff

Arrange for the person to see the same clinician at each visit (this may not always be possible, eg in an emergency).

Book:

- a longer consultation and anticipate multiple visits
- an early or late appointment, or ask the person or their support person to call first, to minimise waiting
- a larger consulting room, if available.

Ask the person or their support people to bring to each appointment:

- any communication aids (or person to assist with communication) if needed
- their personal health record and other relevant health information, including medications or behaviour support plan.

Ask who will accompany the person and their relationship (eg parent, support worker).

Provide a quiet waiting area or allow the person to wait outside.

Check whether the patient has any other requirements such as mobility aids or equipment, assistive technology requirements (eg hearing loop) or environmental access needs (eg light or noise preferences).

General practitioner or practice nurse

Clearly record the developmental disability diagnosis in the medical record.

Nominate a contact person who will help the person navigate the booking and consultation process; this may be a receptionist, administrator or nurse, and not necessarily the general practitioner.

Review the person's medical history before the appointment to identify who can make decisions and opportunities for preventive health care.

Explain at the beginning of the consultation what will happen and how long it should take.

Recap and write down the key points at the end of the consultation for the person to take home.

Ensure the person attends regularly to enable building of rapport and increase familiarity with the environment; consider addressing medication reviews, health checks and care planning at these visits.