

Accessible Information Standard

The Accessible Information Standard ([AIS](#)) is a new NHS England information standard which must be implemented by all organisations that provide NHS or adult social care.

The AIS aims to ensure that people who have a disability, impairment or sensory loss receive information that they can access and understand, for example in large print, braille or via email, and professional communication support if they need it, for example from a British Sign Language ([BSL](#)) interpreter.

The AIS requires organisations to:

1. [Ask](#) – Identify patients who have any information or communication needs, and find out how to meet their needs.
2. [Record](#) – Record those needs in a standardised way.
3. [Alert](#) – Highlight a patient's record, so it is clear that they have information or communication needs, and clearly explain how those needs should be met.
4. [Share](#) – Include information about a patient's needs with other NHS and adult social care providers, when they have consent or permission to do so.
5. [Act](#) – Make sure that people get information in an accessible way and communication support if they need it.

For more background information about AIS, go to the [NHS England website](#).

Implementation of the standard