

Example – Medical Practitioner Letter

Reasonable Adjustments in Hospital

To Whom it May Concern,

Re: [Patient Name], DOB: [Date of Birth], NDIS Participant Number: [if applicable]

I am the [insert medical practitioner role] for [Patient Name], who has been diagnosed with [a rare disease and complex syndrome]. This condition is associated with significant disability and fluctuating functional capacity, particularly affecting communication, cognition, and physical functioning.

Add clinician details here

Due to the nature of their condition, [Patient Name] may experience periods of reduced ability to communicate, process information, or participate in decision-making.

To ensure safe, inclusive, and equitable care during any hospital admission, I recommend the following reasonable adjustments be considered and implemented where possible:

- Allow extra time for communication and decision-making.
- Use plain language and visual aids.
- Ensure access to [Patient Name]'s communication device (e.g. speech-generating device, communication board) is maintained, charged, and within reach.
- Ensure staff are aware of [Patient Name]'s preferred communication methods and signs of distress.
- Involve a support person familiar with [Patient Name]'s communication needs when possible.

Include communication support details here

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- Provide a quiet or low-stimulus room to reduce sensory overload.
 - Minimise unnecessary staff changes and interruptions.
 - Allow flexible routines and reduced overnight disturbances.
 - Ensure access to personal equipment (e.g. wheelchair, hoist, ventilator, sensory aids).

Include environmental adjustments details here

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- Permit a support person or carer to stay with [Patient Name] during admission.
 - Provide space and furniture for family or carers to remain overnight if needed.
 - Allow access for assistance animals, including relief areas.

Add support inclusion details

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- Develop a **Disability Health Profile** or **Personalised Care Plan** in collaboration with [Patient Name] and their support team.
 - Refer to their **Rare Disease and Disability Management Plan**, including their associated medication and medical management plans.
 - Ensure discharge planning includes coordination with NDIS supports and community services.
 - Consider a referral to the NDIS Health Liaison Officer for concurrent support planning if applicable.

Include care planning and coordination details

These adjustments are essential to ensure [Patient Name] receives safe, appropriate, and inclusive care in line with the *Disability Discrimination Act 1992*, the *National Safety and Quality Health Service (NSQHS) Standards*, and the *Australian Charter of Healthcare Rights*.

Declaration

Please do not hesitate to contact me if further information or clarification is required.

Sincerely,

[Medical Practitioner Name]

[Service/Practice Name]

[Contact Details]

[Date]

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*This resource is part of the nationally codesigned [Rare Disease Disability Toolkit](#) and is accurate at the time of publishing (February 2026). **For more information, see the *Reasonable Adjustments in Healthcare: What Can I Ask For?* guide.** The information provided does not necessarily represent the views of Rare Voices Australia (RVA) or imply endorsement. RVA is not liable for any loss, damage, or consequences arising from the use or misuse of this resource.*