

Emergency department support for neurodivergent patients

Emergency Medicine



Patient information

What is this information about?

This leaflet explains how the Emergency Department (ED) can support people who are neurodivergent.

It includes:

- What to expect when attending ED
- How to let staff know your needs
- What support is available
- Tools to help communication and comfort.

Why have I been given this information?

We understand that attending the Emergency Department can be stressful, unplanned, busy and noisy.

For neurodivergent individuals, this environment may feel overwhelming or distressing.

This leaflet explains how we aim to reduce distress and improve your experience during your visit.

How can I let staff know about my needs?

If you are diagnosed or identify as neurodivergent, please:



Tell staff when you arrive at reception

or



Inform the triage team if you are unable to do so at registration

This will help us make reasonable adjustments to support you during your visit.



If you have any concerns or need support, please speak to a member of staff.

How can the Emergency Department support me?

We will aim to make reasonable adjustments where possible, including:



Offering a quiet space or sideroom (when available)



Trying to reduce waiting times where possible



Ensuring clinicians adapt their approach to suit your needs



Providing sensory support items



Using visual aids to support communication

What are Hospital Passports / Autism Passports?

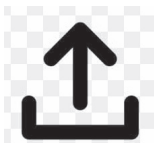
Hospital passports are designed to help you communicate your needs clearly to healthcare staff. They include information such as:

- Communication preferences
- Sensory sensitivities
- Things that may help or cause distress.



You can:

- ✓ Complete one yourself
- ✓ Complete one with family or carers
- ✓ Ask staff for support to fill one in.



Your passport can be uploaded to your hospital record, so staff are aware of your needs.

Please ask a member of staff if you would like a copy.



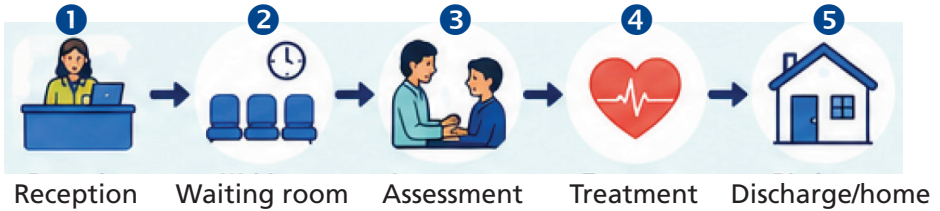
Thank you for helping us to understand your needs. Together, we can make your visit better.

What visual support is available?

We have visual aids and pictures that explain:

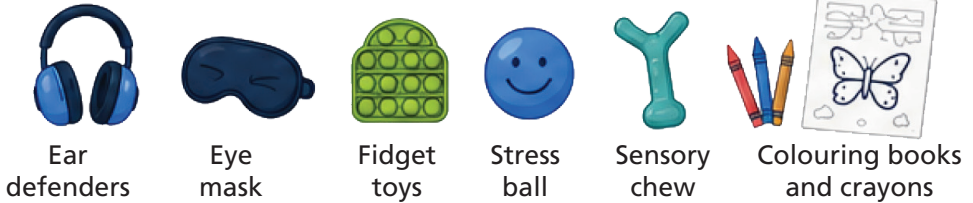
- Procedures
- Processes in the Emergency Department.

These can help you better understand what is happening during your visit. Please ask staff if you would find these helpful.



What are sensory bags?

Sensory bags are available to help you feel more comfortable while waiting. **They may include:**



Please ask staff if you would like to use one.

What should I remember?

- The Emergency Department can be busy, but we aim to support your needs.
- Let staff know if you are neurodivergent.
- Ask for support at any time during your visit.
- We are here to help make your experience as calm and comfortable as possible.



Your comfort and wellbeing are important to us.

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The information in this leaflet is for guidance purposes only and is in no way intended to replace professional clinical advice by a qualified practitioner.