

Date:

Name	DOB	email
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I have Selective Mutism (SM) and will need reasonable adjustments to access medical services.

**Selective Mutism** - an anxiety disorder where a person cannot speak in some situations in which they are not comfortable or are anxious. It is a recognised disability.

**High Profile SM** - the person cannot speak to people at all in the situation and may not be able to communicate in other ways either, e.g., writing, email, text, chat etc.

**Low Profile SM** – the person can answer the bare minimum needed to get by.

People presenting with Low Profile SM may be experiencing as much anxiety as those with High Profile SM. Presentation is not fixed and can fluctuate between the two.

You can find more information about it here:

[nhs.uk/mental-health/conditions/selective-mutism](https://www.nhs.uk/mental-health/conditions/selective-mutism) Or on the SMIRA website [selectivemutism.org.uk](http://selectivemutism.org.uk)

Being put under pressure to speak makes SM worse. A person with SM is much more likely to be able to speak if they are feeling comfortable.

I can speak most easily to \_\_\_\_\_

I can sometimes answer other people a little, and sometimes cannot speak at all.

I am unable to use the phone.

My preferred methods of communication are \_\_\_\_\_

### **Adjustments needed**

#### **Making appointments:**

- Getting an appointment by sending an email
- Getting an appointment by sending a text
- Booking online
- Using the practice app
- A friend or relative booking for me
- \_\_\_\_\_

#### **In clinic:**

- Having someone with me for emotional support
- Having someone with me to support my communication
- Being able to communicate through writing on my phone or paper
- Having questions emailed to me beforehand to prepare the answers
- Being asked yes/no questions rather than open ended questions
- I am unlikely to be able to speak in clinic, but may be able to nod/shake my head
- I may find eye contact difficult, but I will be listening
- \_\_\_\_\_

#### **Repeat prescriptions and accessing test results:**

- Being able to order prescriptions/access results online through the website or app
- Being able to order prescriptions/access results via email or text
- Ordering via a letter, text, note or email to the pharmacy
- Having a friend or relative order prescriptions/access results for me
- \_\_\_\_\_

(add more info here if needed)

Thank you for your understanding

**SMiRA**  
Challenging Selective Mutism

Reg. Charity No.1022673