Introduction
Language barriers or disabilities in communications have been shown to decrease quality of care. When there are difficulties in communicating with patients, clinicians may have to rely more on the use of ancillary tests which in turn raises the cost. (Gara et al, 2010) In one study, patients with communication problem were found to be three times more likely to encounter adverse events related to drug or poor clinical management. (Bartlett et al, 2008) In Accident and Emergency Department, meeting patient who is deaf or dumb is not uncommon. Due to the geographical reason, we often handle patients who speak different dialects. Many patients transferred from border can only understand mandarin. Communication breakdown exists between patients and health care professionals. However, these patients with communication barriers or disabilities can be legible. Hence, a helping aid in the form a two-side A3 paper is developed. It carries some commonly used phrases in triage assessments, investigations and discharge advices. The form is expected to facilitate communication and help patient to understand the flow of the treatment procedures. Evaluations forms will be distributed to patient, attending clinician and nurse to review the effectiveness of and give feedback on the helping aid.

Objectives
To avoid any adverse events related to communication barrier between clinicians and patients. To shorten the consultation time of patients with communication difficulties. To increase the satisfaction during visit among the patients with communication difficulties. To ease staff's workload in performing assessment, explaining treatment procedures and giving discharge advice.

Methodology
Some commonly used terms and options during triage assessment, consultation, investigation procedures and discharge are collected and printed on a A3 paper. Triage nurse will initiate using the form if the patient is appropriate. The patient will be issued a sticker and seated in a designated area. Staff could easily identify the patient
when leading him/her for further procedures. Upon discharge, patient, attending clinician and nurses will fill out an evaluation form. The following aspects will be reviewed: content, effectiveness in helping communication and impact on satisfaction.

**Result**
Patients reported improved overall satisfaction during the visit in A&E. Patients also stated the communication aid facilitated them to express their complaints and enquiries, as well as “what to expect next” after going through triage until discharge. At the same time, they received more information on the investigation procedures and discharge advices. Both clinicians and nurses agreed that the communication aid was effective in facilitating communications with patient who was deaf and dumb. Staff also extended its use with patient who spoke Shang-hai dialect and the parent of a 3-year-old patient who was deaf and dumb.