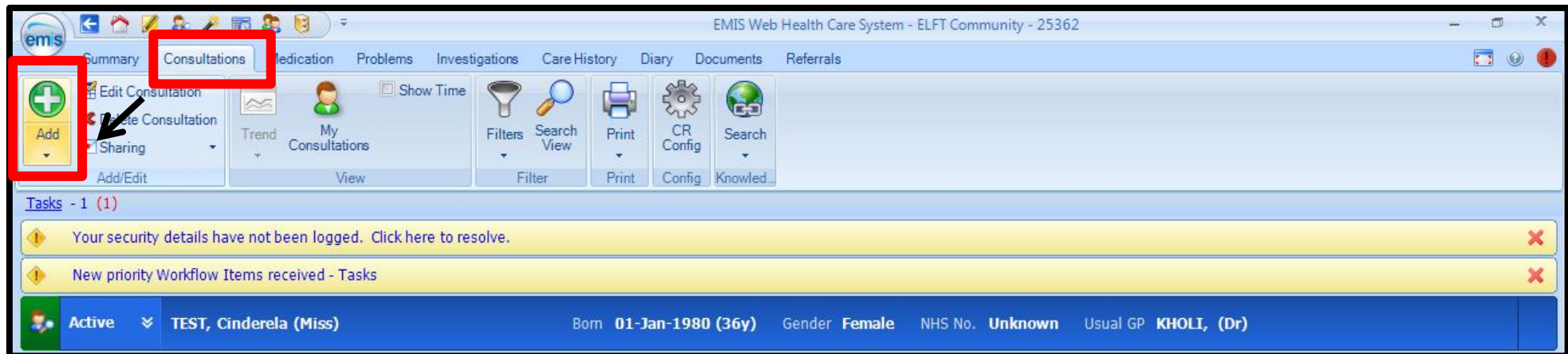


How to document Accessible Information and Communication Support Needs within EMIS

Once accessible information and communication support needs have been assessed, the outcome must be recorded within the service user's clinical record.

1. Select the service user you are working with. On the 'Consultations' tab, select 'Add'



2. Select 'Consultation Type'

Consultation Properties

Consultation Date/Time 12-Sep-2016 15:18

My Organisation External Organisation

Consulter WATSON, Hannah - Accessible Information M

Location East Ham Care Centre

Consultation Type **First attendance face to face**

Extended Properties

Travel

Duration

Accompanying HCP

Store as default for this session

OK Cancel

3. Select 'Service'

Multiple Choice Question

Service?

- [Diabetes Specialist Nursing](#)
- [Extended Primary Care Team](#)
- [Dressing Clinic](#)
- [Tissue Viability](#)

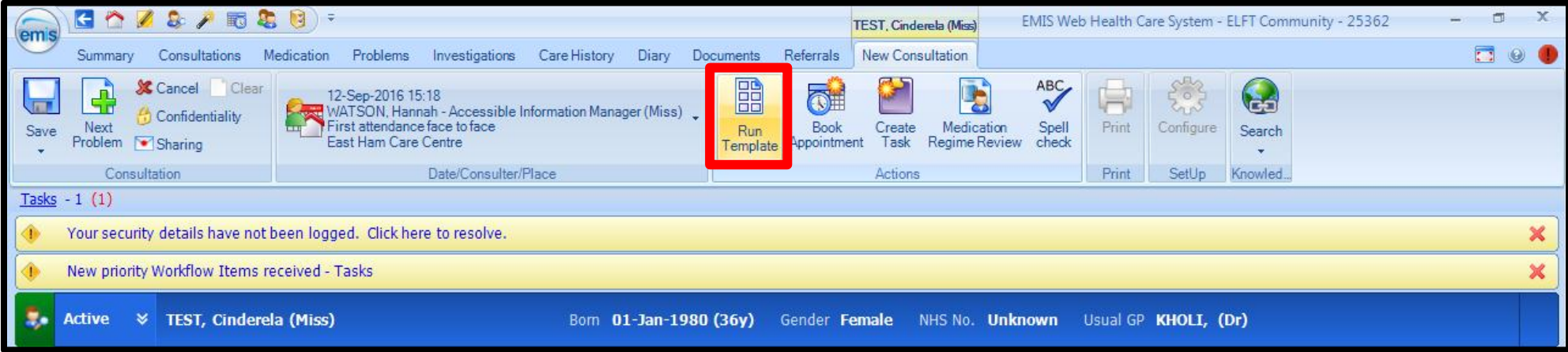
4. Select the 'template'

Multiple Choice Question

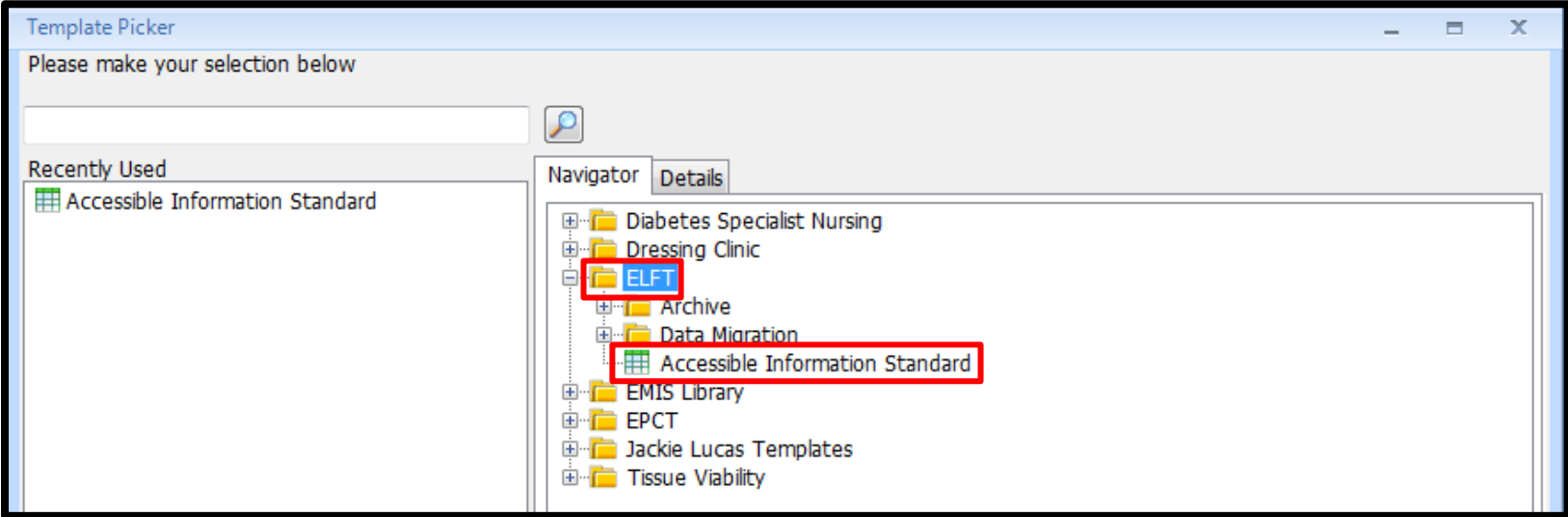
Which template would you like to use?

- [SPA Telephone Message](#)
- [Initial Assessment template](#)
- [Progress Note](#)
- [Discharge/Final Progress Notes](#)
- [None](#)

5. Select 'Run Template'



6. In the 'Template Picker' screen, expand the ELFT folder and select the 'Accessible Information Standard' template



Section 1

7. Complete the Accessible Information Standard template. Section 1 **must** be completed

a) The first question relates to the **service user**.

Accessible Information Standard

Section 1: Information and Communication Needs

Does the service user have any accessible information or communication support needs?

If the user requires accessible information or communication support, please complete Section 2 below:

Does the parent/carer have any accessible information or communication support needs?

If the Parent/Carer requires accessible information or communication support, please complete Section 3 below:

A Service user has accessible information or communication needs
B Service user does NOT have accessible information or communication needs
C Service user accessible information or communication needs NOT YET ASSESSED

'Not yet assessed' should be selected **only** where it has not been possible to assess the information and communication needs. For example because the service user was too unwell to complete the service user assessment questions.

Note, if the **Service user has accessible information or communication needs**, Section 2 must also be completed.

b) The second question relates to the **parent and/or carer**.

Accessible Information Standard	
Section 1: Information and Communication Needs	
Does the service user have any accessible information or communication support needs?	Service user has accessible information or communication needs
If the user requires accessible information or communication support, please complete Section 2 below:	
Does the parent/carer have any accessible information or communication support needs?	<input type="text"/>
If the Parent/Carer requires accessible information or communication support, please complete Section 2 below:	<input type="text"/>
Section 2: User requirements	<ul style="list-style-type: none"> A Parent/Carer has accessible information or communication needs B Parent/carer does NOT have any accessible information or communication needs C Parent/Carer accessible information or communication needs NOT YET ASSESSED D Parent/Carer accessible information or communication needs - NOT APPLICABLE

Not yet assessed' should be selected **only** where it has not been possible to assess the information and communication needs. For example because the carer was not present to complete the carer assessment questions.

Not applicable' should be selected **only** if the service user does not have a carer involved

Note, if the **parent/carer has accessible information or communication needs**, Section 3 must also be completed.

Section 2

8. If the Service user has accessible information or communication needs, complete Section 2.

Section 2: User requirements

1. What specific contact methods does the service user need?

2. In what specific format does the service user need information to be given?

3. Which communication professional does the service user need support from?

A Requires contact by telephone
B Requires contact by text relay
C Requires contact by letter
D Requires contact by email
E Preferred method of contact: no preference

2. In what specific format does the service user need information to be given?

3. Which communication professional does the service user need support from?

4. What additional communication support does the service user need?

5. Additional comments about information and communication needs of service user

A Requires information verbally
B Requires information in Easyread
C Requires information in electronic audio format
D Requires information in Makaton
E Requires information in contracted (Grade 2) Braille
F Requires information in uncontracted (Grade 1) Braille
G Reqs written informtion in at least 20 point sans serif font

3. Which communication professional does the service user need support from?

4. What additional communication support does the service user need?

5. Additional comments about information and communication needs of service user

A Interpreter needed - British Sign Language
B Interpreter needed - Makaton Sign Language
C Needs an advocate
D Sign Supported English interpreter needed
E Requires deafblind manual alphabet interpreter
F Requires lipspeaker
G Requires speech to text reporter

4. What additional communication support does the service user need?

5. Additional comments about information and communication needs of service user

Section 3: Parent/Carer requirements

1. What specific contact methods does the parent/carer need?

2. In what specific format does the parent/carer need information to be given?

A Does use hearing aid
B Using British sign language
C Using Makaton sign language
D Using lip-reading
E Preferred method of communication: written
F Uses alternative communication skill
G Uses Personal Communication Passport
H Uses communication device

Note that multiple options can be selected



2. In what specific format does the service user need information to be given?

Requires information in Easyread

2. In what specific format does the service user need information to be given?

Requires information in Makaton

9. You will notice that after each selection, a **free text 'service user' box** will appear. **Do not** change the wording in this box.

Section 2: User requirements

1. What specific contact methods does the service user need? **Requires contact by letter**

Text

10. The free text '**Additional comments**' box can be used to record details of accessible information and/or communication support needs which are not included in the options within each drop-down menu

5. Additional comments about information and communication needs of service user

Text

Section 3

11. If the **carer/parent has accessible information or communication needs**, complete **Section 3** (see section 2 for detailed guidance).

Section 3: Parent/Carer requirements

1. What specific contact methods does the parent/carer need?

2. In what specific format does the parent/carer need information to be given?

3. Which communication professional does the parent/carer need support from?

4. What additional communication support does the parent/carer need?

5. Additional comments about information and communication needs of parent/carer

Text

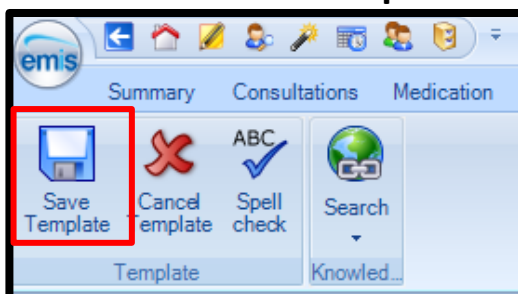
12. You will notice that after each selection, a **free text 'parent/carer' box** will appear. Do not change the wording in this box

Section 3: Parent/Carer requirements

1. What specific contact methods does the parent/carer need? **Requires contact by email**

Text

13. Select **'Save Template'**



14. Details of the patient’s Accessible information and/or communication support needs are now viewable on the ‘**Consultation text**’ screen of their clinical record.

The screenshot shows the EMIS Web Health Care System interface for a patient named TEST, Cinderela (Miss). The 'Consultations' tab is selected, and a specific consultation from 12-Sep-2016 is displayed. The 'Consultation Text' field is highlighted in red, containing the following text:

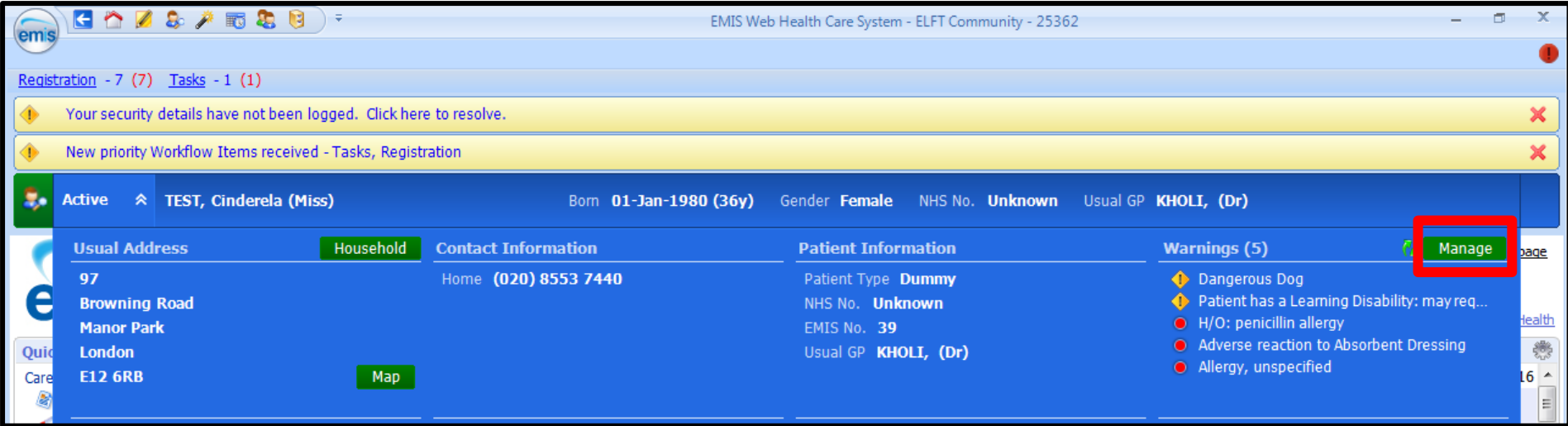
Service user has accessible information or communication needs • Parent/Carer has accessible information or communication needs
 Requires contact by letter Service User
 Requires information in Easyread Service User
 Requires information in Makaton Service User
 Needs an advocate Service User
 Uses Personal Communication Passport Service User
 [RFC] Communication special needs Service User: would benefit from a longer appointment
 Requires contact by email Parent/Carer
 Requires information in electronic audio format Parent/Carer
 Interpreter needed - British Sign Language Parent/Carer
 Using lip-reading Parent/Carer

Once an accessible information and/or communication support need has been identified and recorded, an **ALERT** must be added to the clinical record to highlight the need. In EMIS this is called a **Patient Warning**.

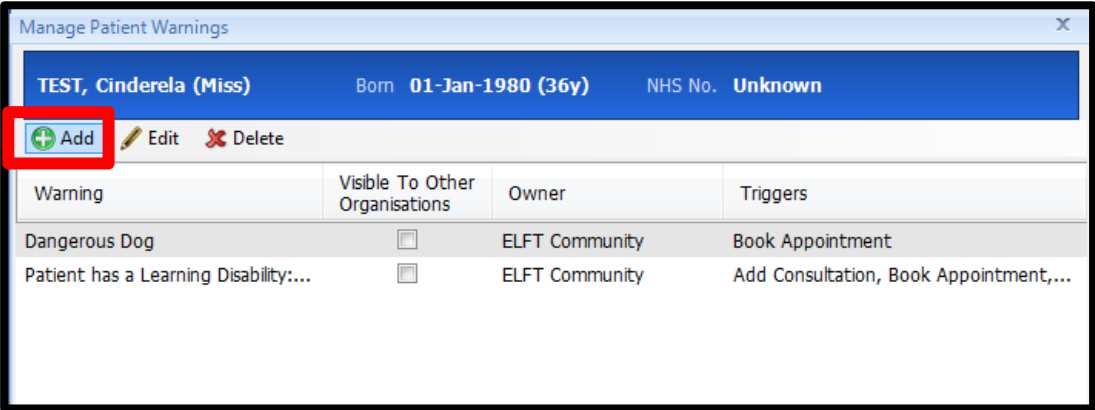
15. Select the service user you are working with. Click **'Active'**. An information panel will appear.

The screenshot displays the EMIS Web Health Care System interface. At the top, the browser title is "EMIS Web Health Care System - ELFT Community - 25362". Below the title bar, there are navigation links for "Registration - 7 (7)" and "Tasks - 1 (1)". Two yellow notification banners are visible: "Your security details have not been logged. Click here to resolve." and "New priority Workflow Items received - Tasks, Registration". The main patient information bar shows the patient's name "TEST, Cinderela (Miss)", birth date "Born 01-Jan-1980 (36y)", gender "Female", NHS No. "Unknown", and usual GP "KHOLI, (Dr)". The "Active" button is highlighted with a red box. Below the patient information, the interface includes a "Quick Launch Menu" with options like "Care Record", "Summary", "Medication", "Workflow Manager", "Appointment Book", "Consultations", "Investigations", and "Planner". There is also an "Organisation Notepad" section with two entries from CLARK, Melanie. On the right, there are "EMIS Health news" sections for "Enhancement" and "Update".

16. Select 'Manage' at the right of the information panel.



17. In the 'Manage Patient Warnings' click 'Add'



18. In the 'Warning Message' box, type: 'Accessible Information and/or communication support needs'
19. In the 'Trigger Points' section, click to select:
 - a) Add Consultation
 - b) Book Appointment
 - c) Arrive Patient
20. Click 'OK'

Manage Patient Warnings

TEST, Cinderela (Miss) Born 01-Jan-1980 (36y) NHS No. Unknown

+ Add Edit Delete

Warning	Visible To Other	Owner	Triggers
Dangerous Dog			
Patient has a Learning Dis			

Add Patient Warning

Warning Message: Accessible information and/or communication support needs **18.**

Trigger Points

- Swap Patient
- Load Medical Record
- Add Drug
- Issue Drug
- Add Consultation
- Book Appointment
- Arrive Patient

19.

Sharing

- Allow this warning to be viewed by other organisations

20. OK Cancel Close

Only show warnings from

21. The 'Accessible information and/or communication support need' warning is now included in the list of visible patient warnings.

Manage Patient Warnings

TEST, Cinderela (Miss) Born 01-Jan-1980 (36y) NHS No. Unknown

+ Add Edit Delete

Warning	Visible To Other Organisations	Owner	Triggers
Dangerous Dog	<input type="checkbox"/>	ELFT Community	Book Appointment
Patient has a Learning Disability:...	<input type="checkbox"/>	ELFT Community	Add Consultation, Book Appointment,...
Accessible information and/or c...	<input type="checkbox"/>	ELFT Community	Add Consultation, Book Appointment,...

Only show warnings from this organisation Close

22. The patient warnings are viewable in the 'Active' information panel

