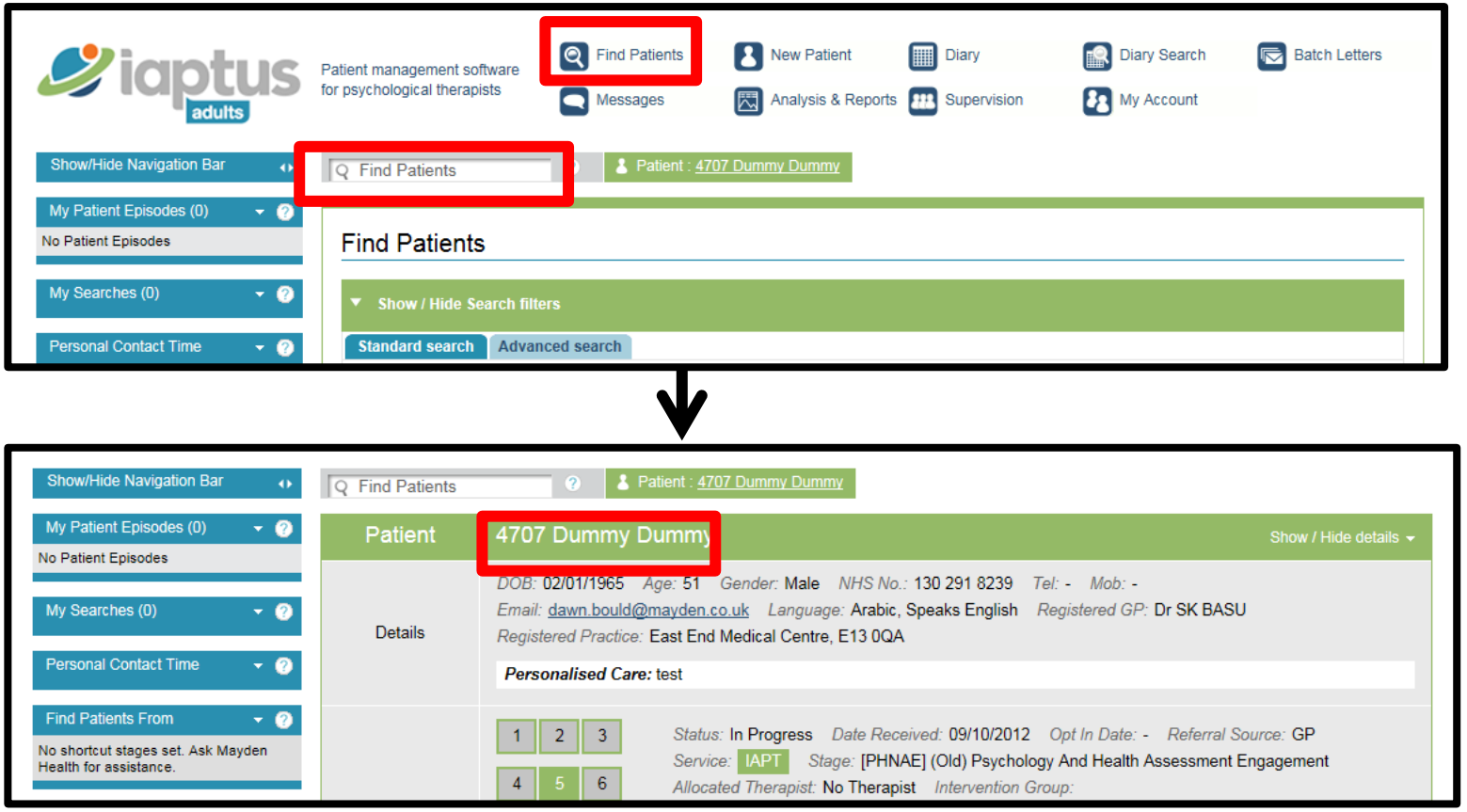
East London NHS Foundation Trust

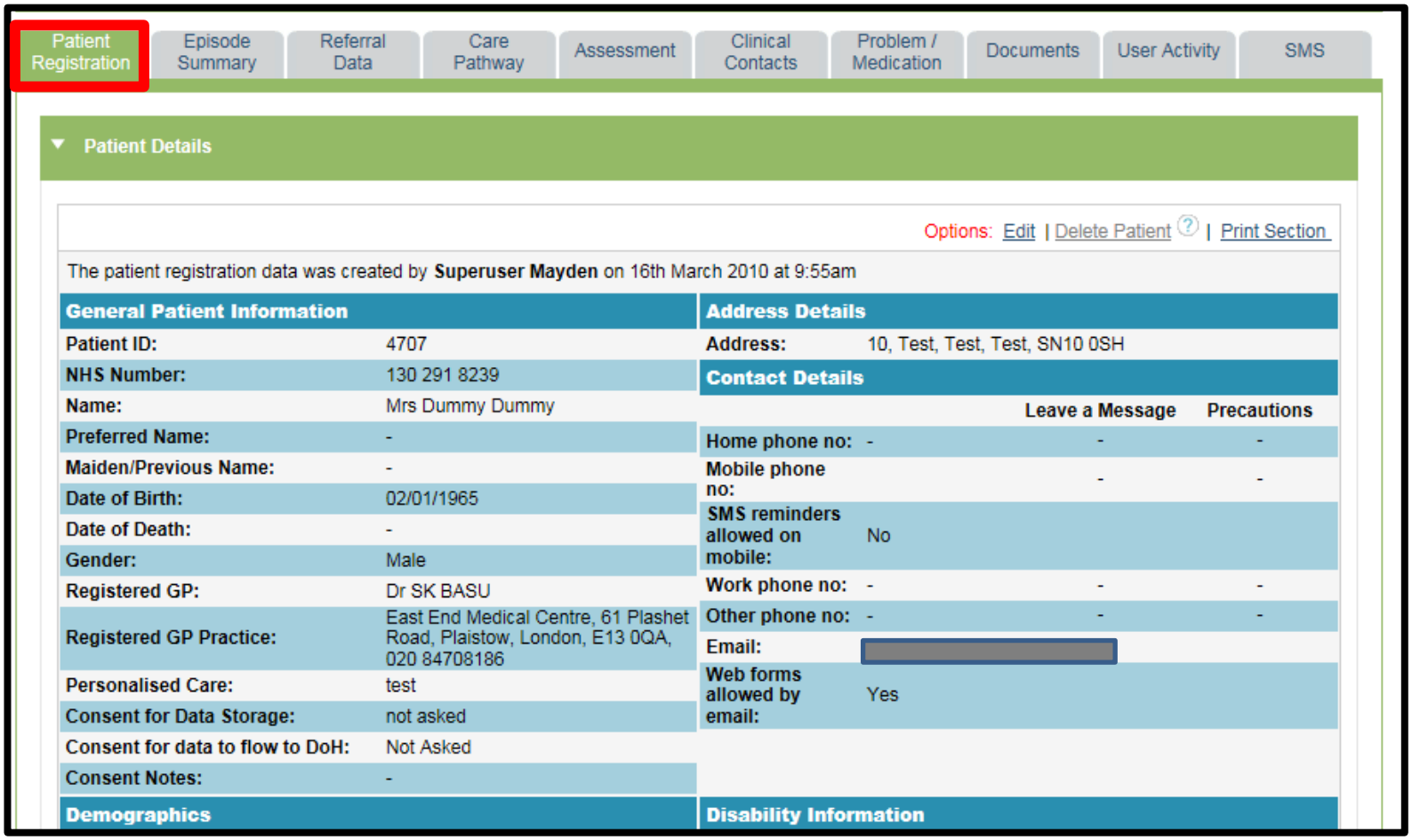
How to document accessible information and communication support needs within IAPTus.

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 using the **'Find Patient'** function

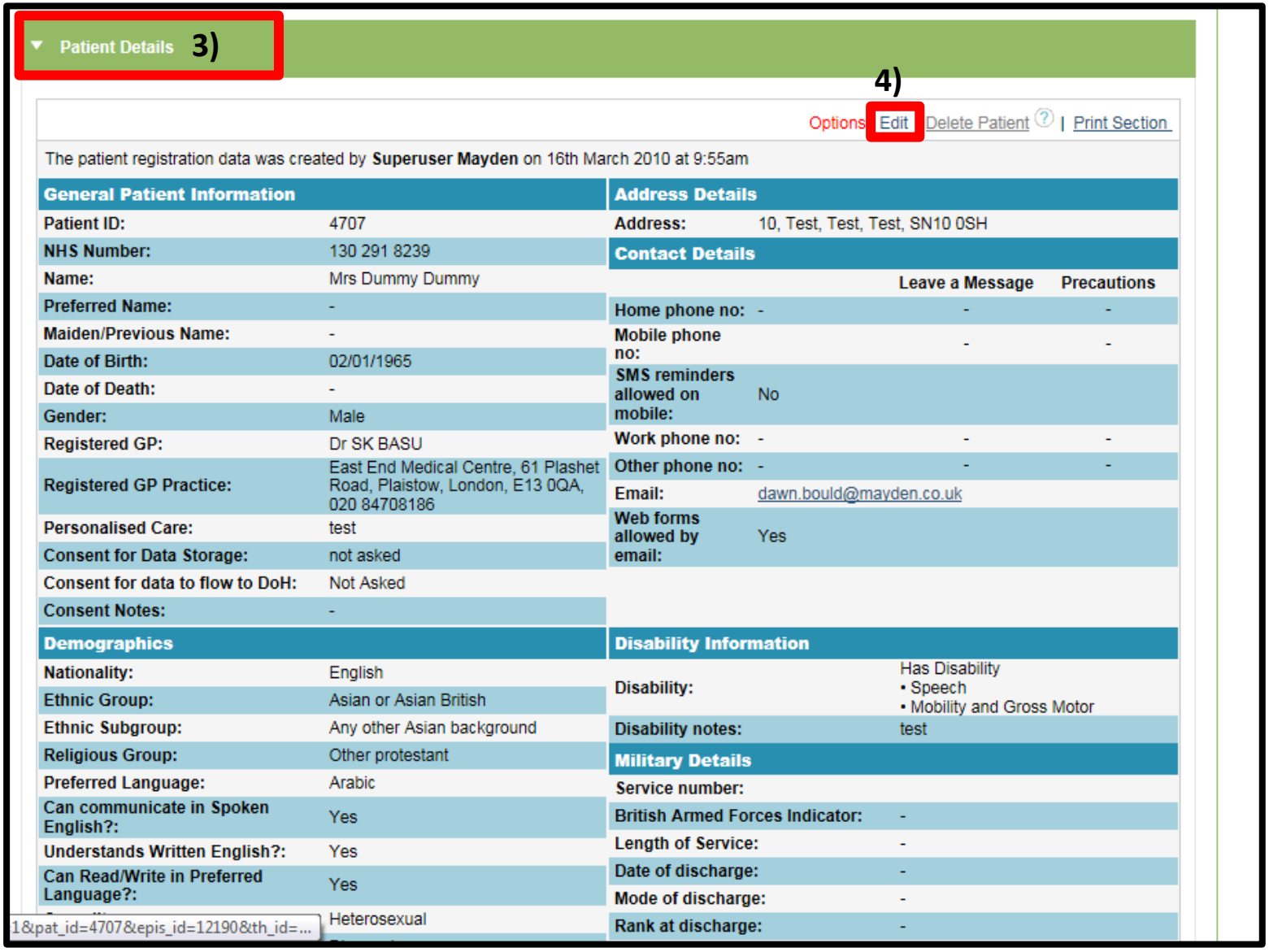


2. Select '**Patient Registration**'

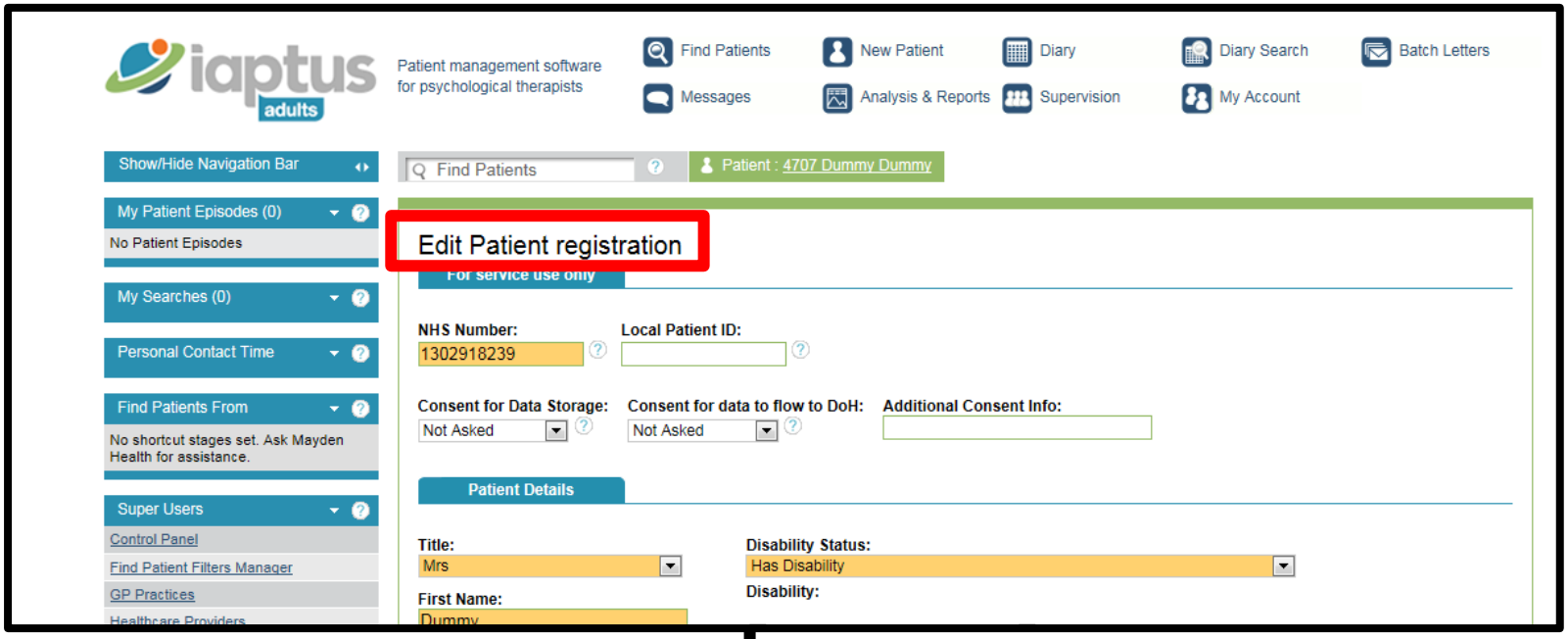


3) Scroll down the page to '**Patient Details**'

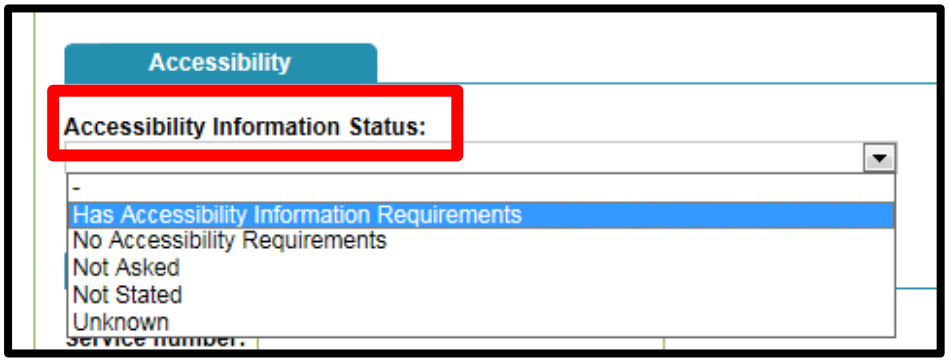
4) Select **'Edit'**



5) On the **'Edit Patient registration'** screen, scroll down to the 'Accessibility' section

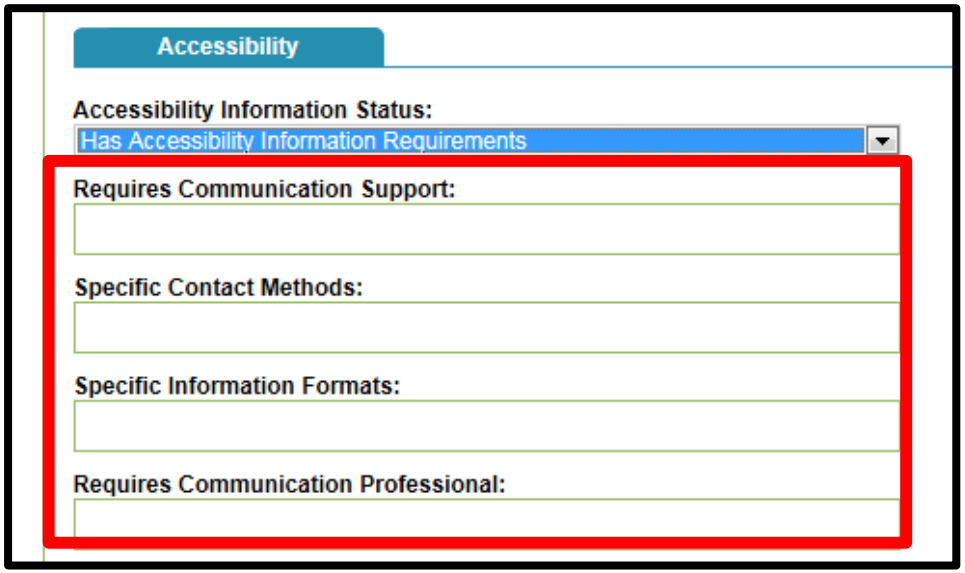


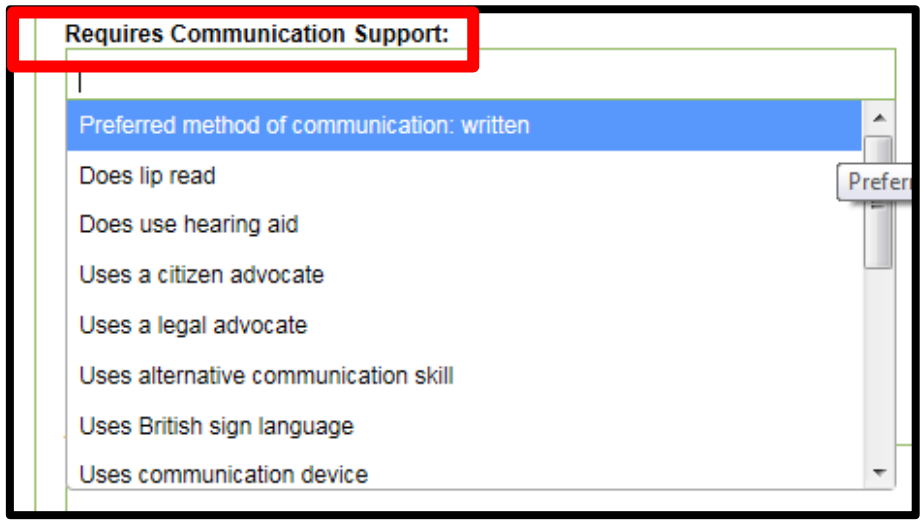
6) Complete the '**Accessible information status**' question. Note that 'Accessibility Information Requirements' includes all accessible information or communication support needs.

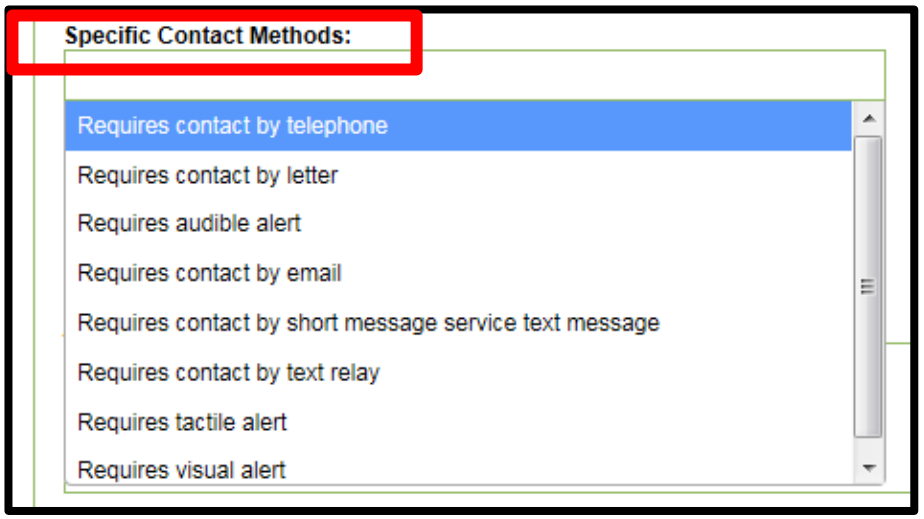


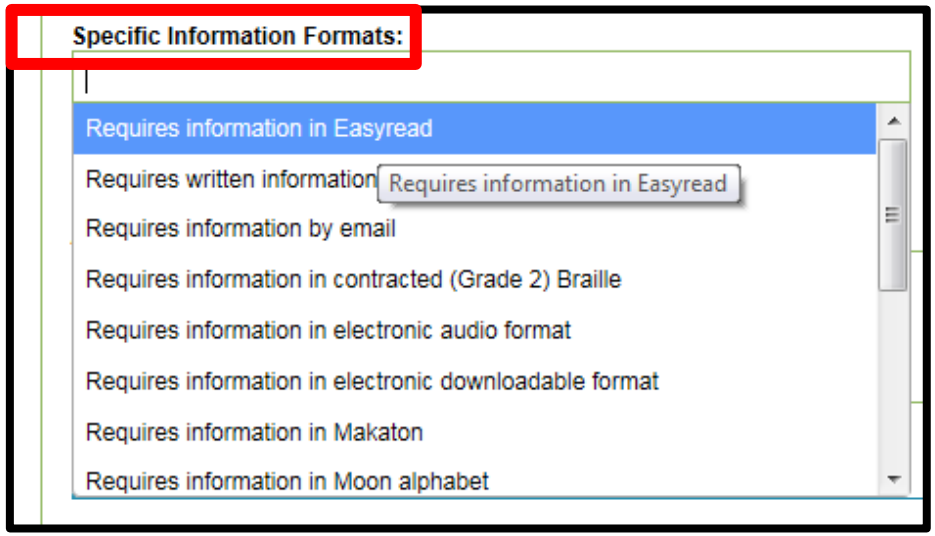
If the service user 'Has Accessibility Information Requirements', 4 additional sections must be completed by selecting the appropriate options available (see step 7)

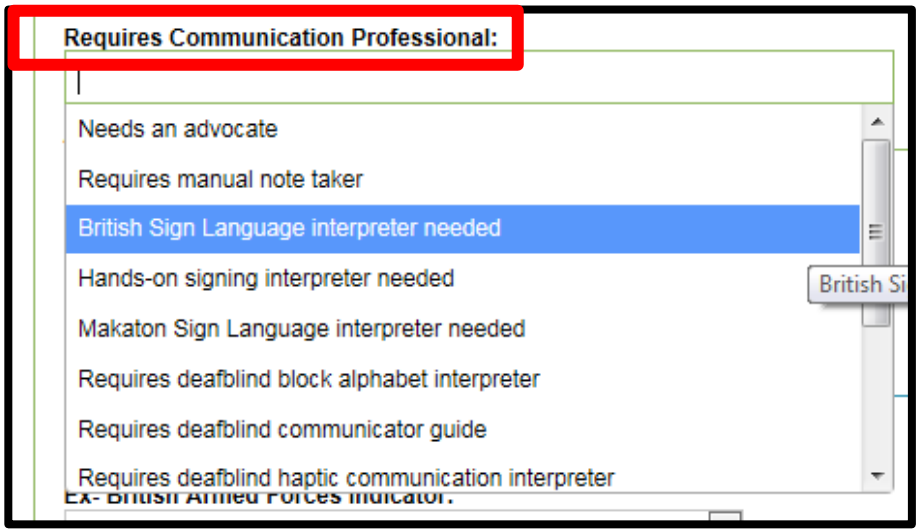
7) If required, complete 4 additional '**Accessible information Status**' sections (see below).
Note that multiple options can be selected.



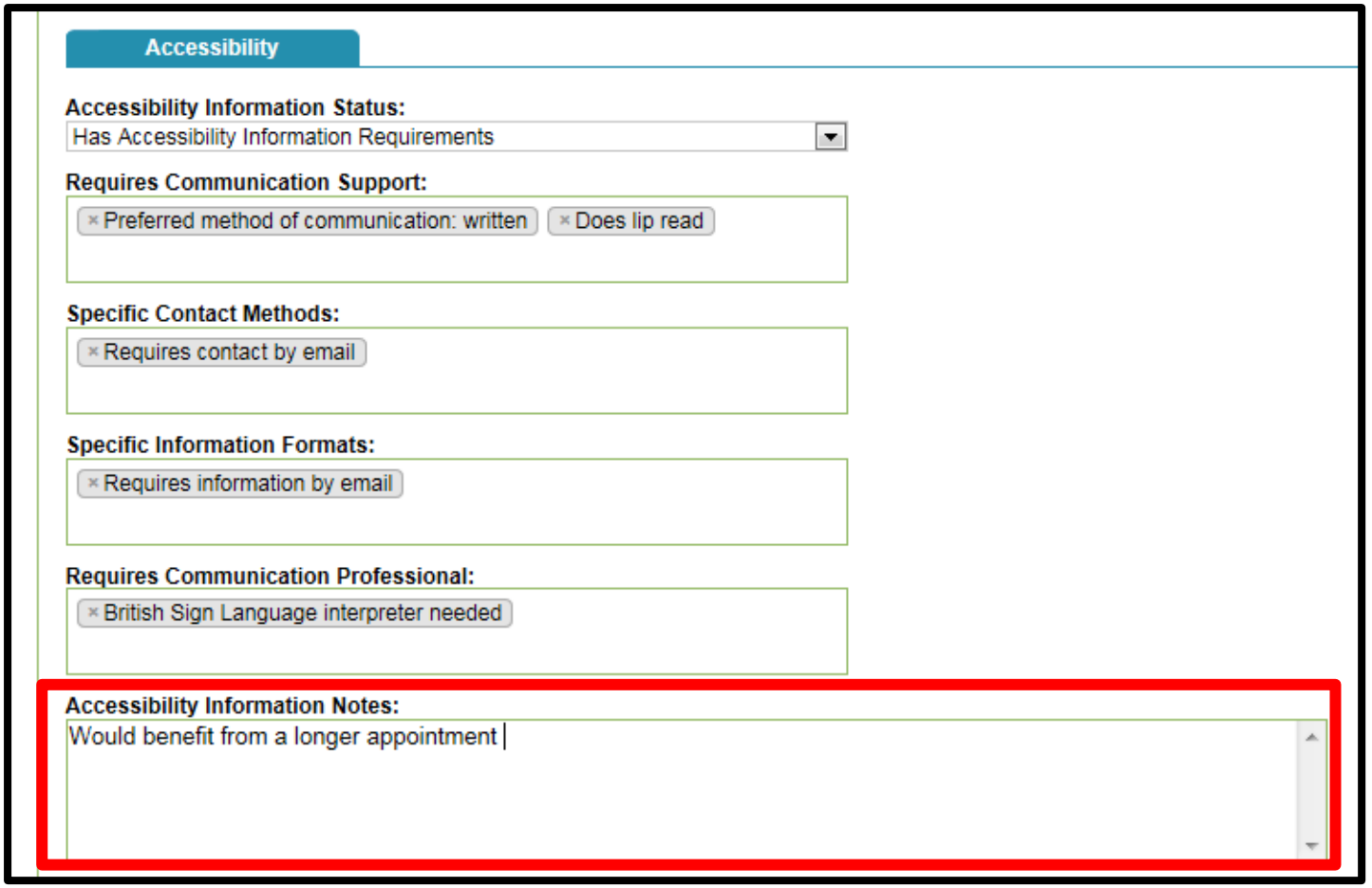

Requires Communication Support:
Preferred method of communication: written
Does lip read
Does use hearing aid
Uses a citizen advocate
Uses a legal advocate
Uses alternative communication skill
Uses British sign language
Uses communication device


Specific Contact Methods:
Requires contact by telephone
Requires contact by letter
Requires audible alert
Requires contact by email
Requires contact by short message service text message
Requires contact by text relay
Requires tactile alert
Requires visual alert

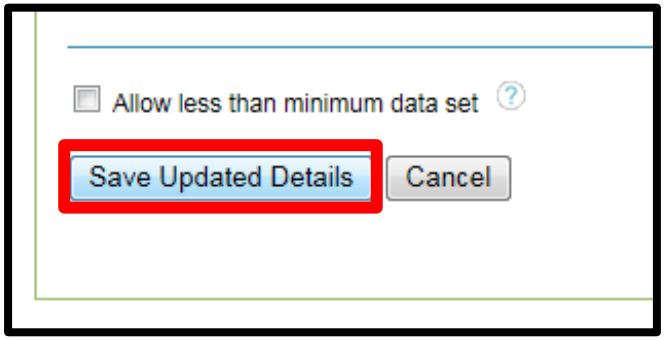

Specific Information Formats:
Requires information in Easyread
Requires written information
Requires information in Easyread
Requires information by email
Requires information in contracted (Grade 2) Braille
Requires information in electronic audio format
Requires information in electronic downloadable format
Requires information in Makaton
Requires information in Moon alphabet


Requires Communication Professional:
Needs an advocate
Requires manual note taker
British Sign Language interpreter needed
Hands-on signing interpreter needed
Makaton Sign Language interpreter needed
Requires deafblind block alphabet interpreter
Requires deafblind communicator guide
Requires deafblind haptic communication interpreter

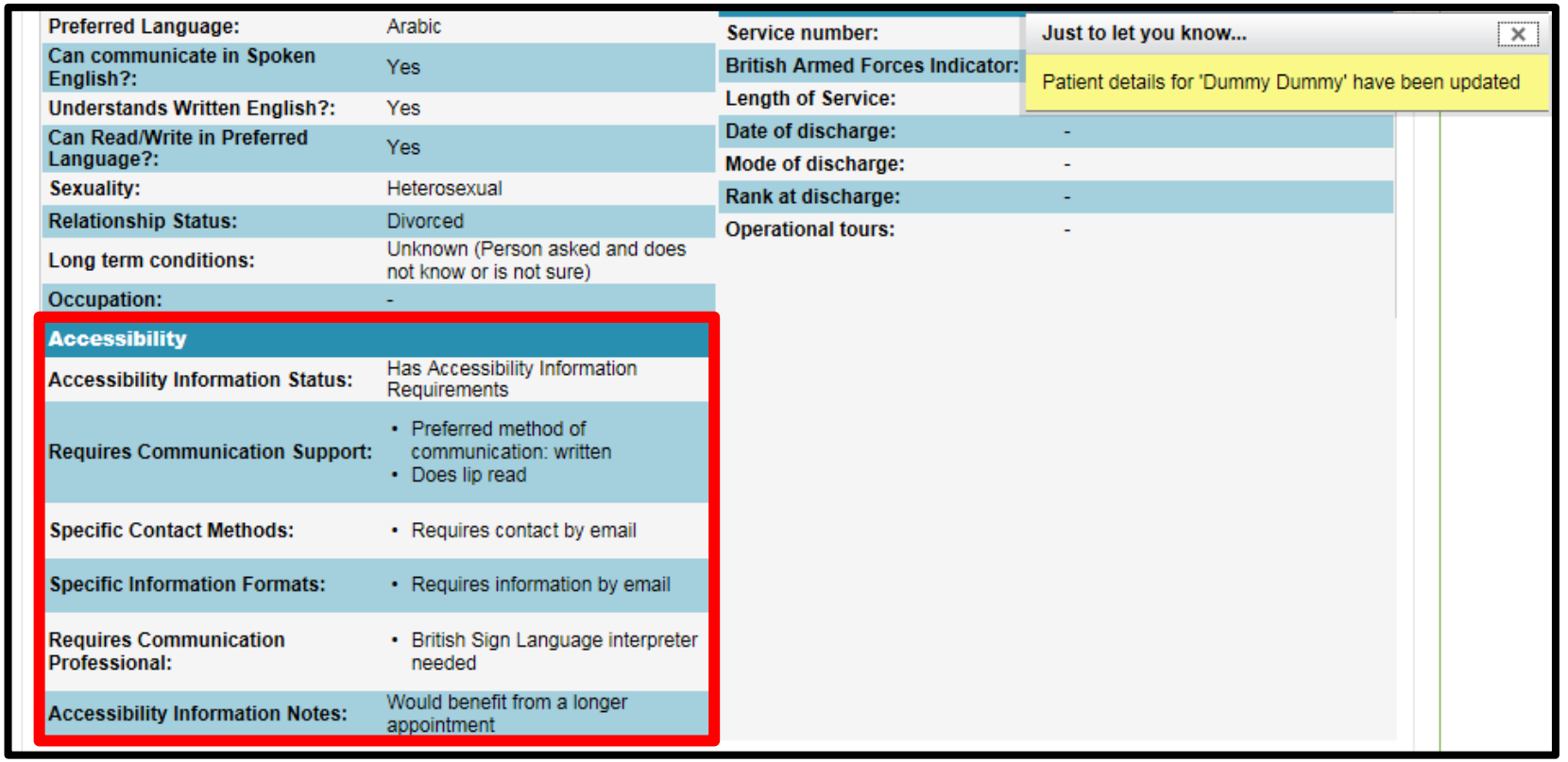
8) The free text box, '**Accessibility Information Notes**' can be used to record details of accessible information and/or communication support needs which are not included in the above options within each drop-down menu



9) Scroll to the bottom of the page and click **'Save Updated Details'**



10) The newly recorded details are now viewable on the '**Patient Registration'** screen:

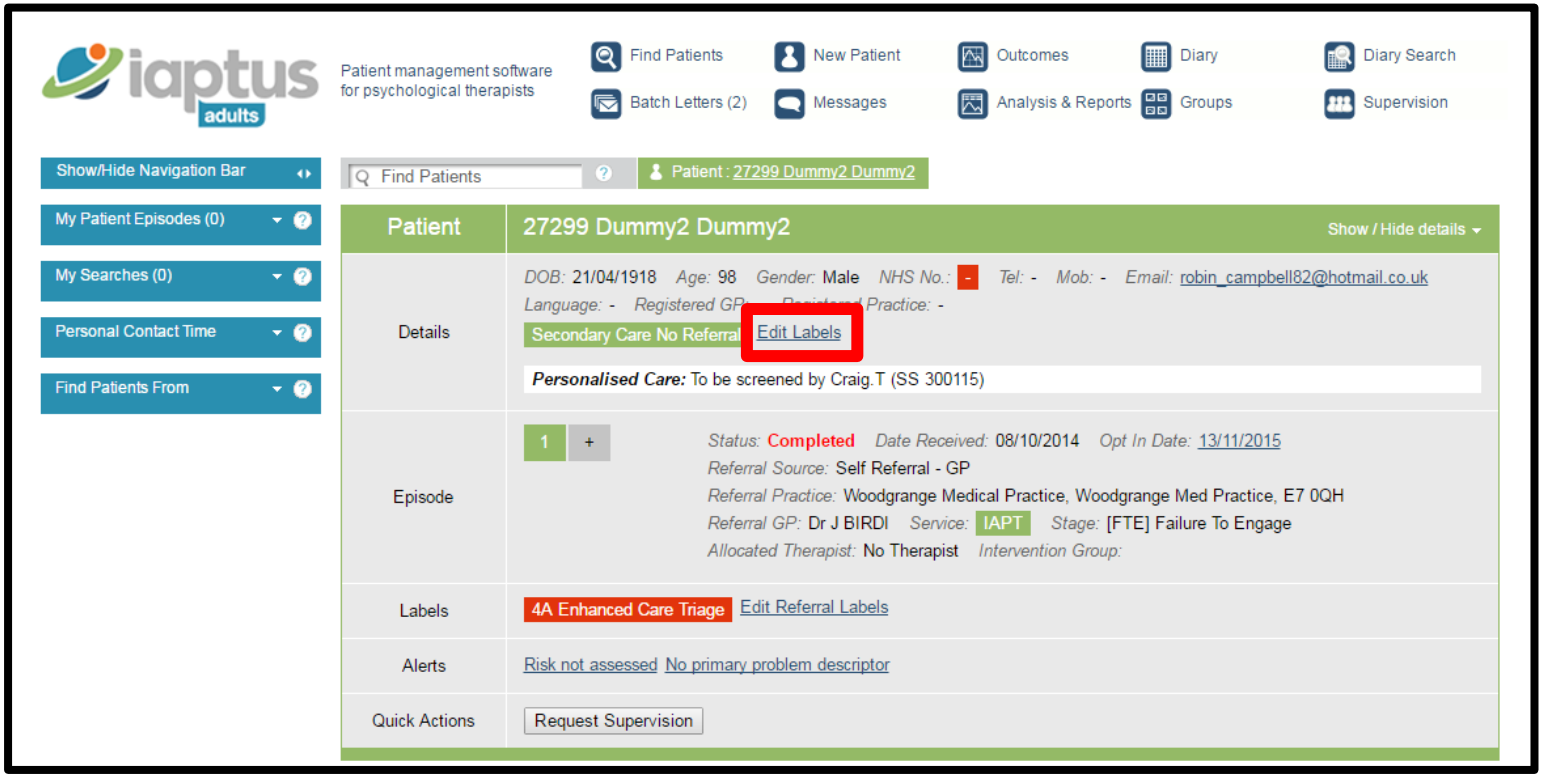


Once an accessible information and/or communication support need has been identified and recorded, an **ALERT** must be added to the clinical record to highlight the need. In IAPTus this is called a **Patient Label**.

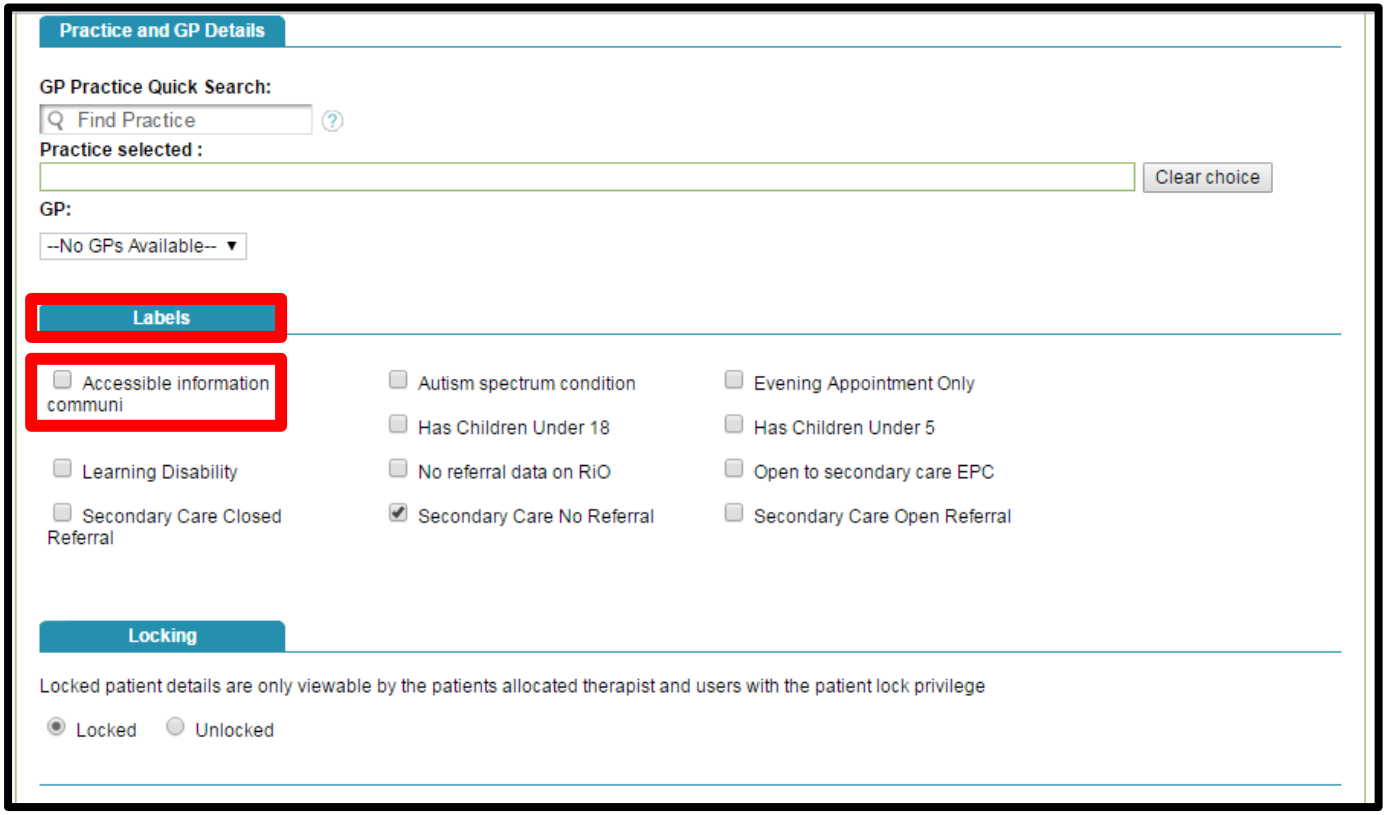
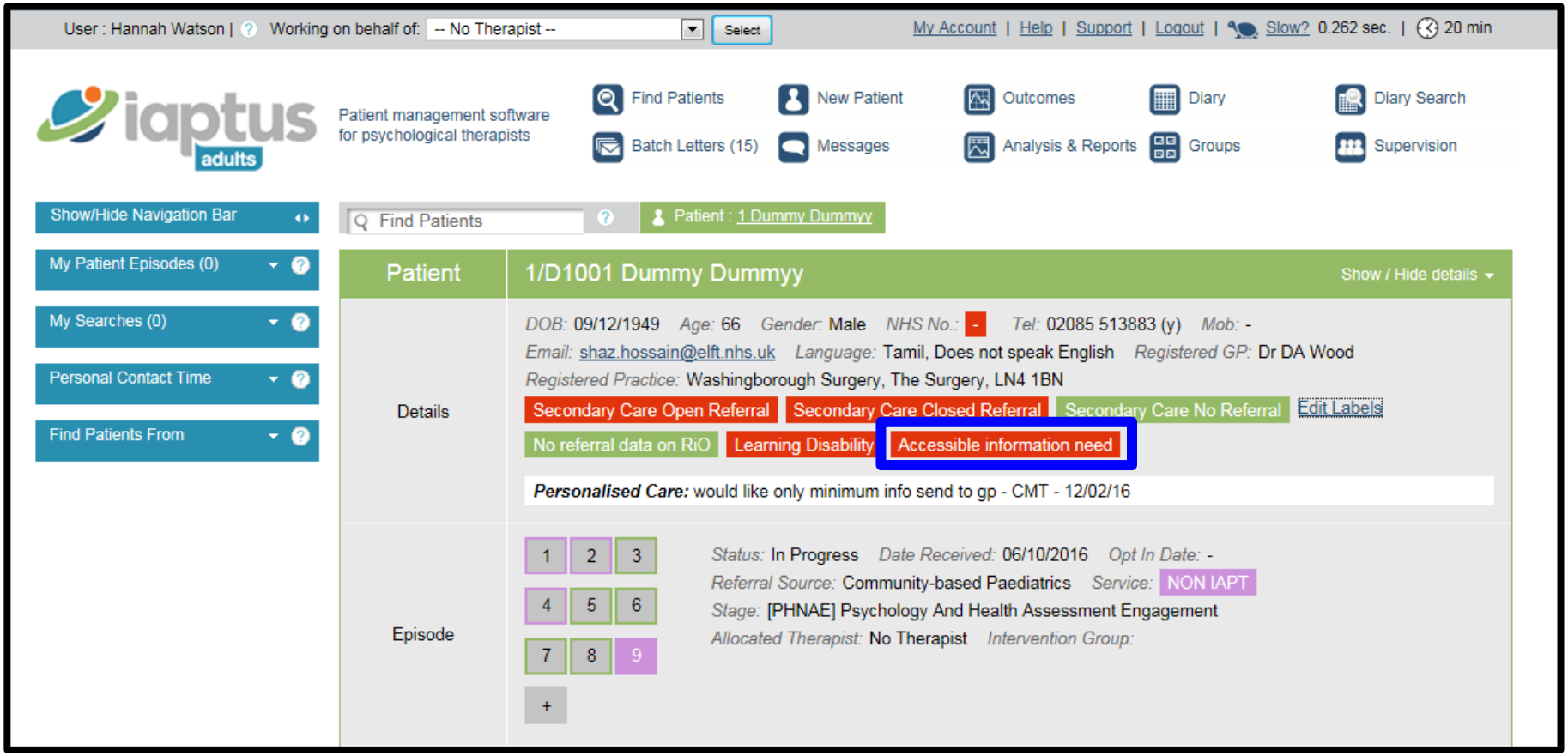
11) Select the service user you are working with using the **'Find Patient'** function

12) Select '**Edit Labels**'

(*note, do* ***NOT*** *select 'Edit Referral Labels')*



13) In the Labels section, click to select ‘Accessible information need’



14) The Patient Label will now be visible in the ‘Details’ section of the patient record. This will remind staff when a patient or service user has an information or communication need