

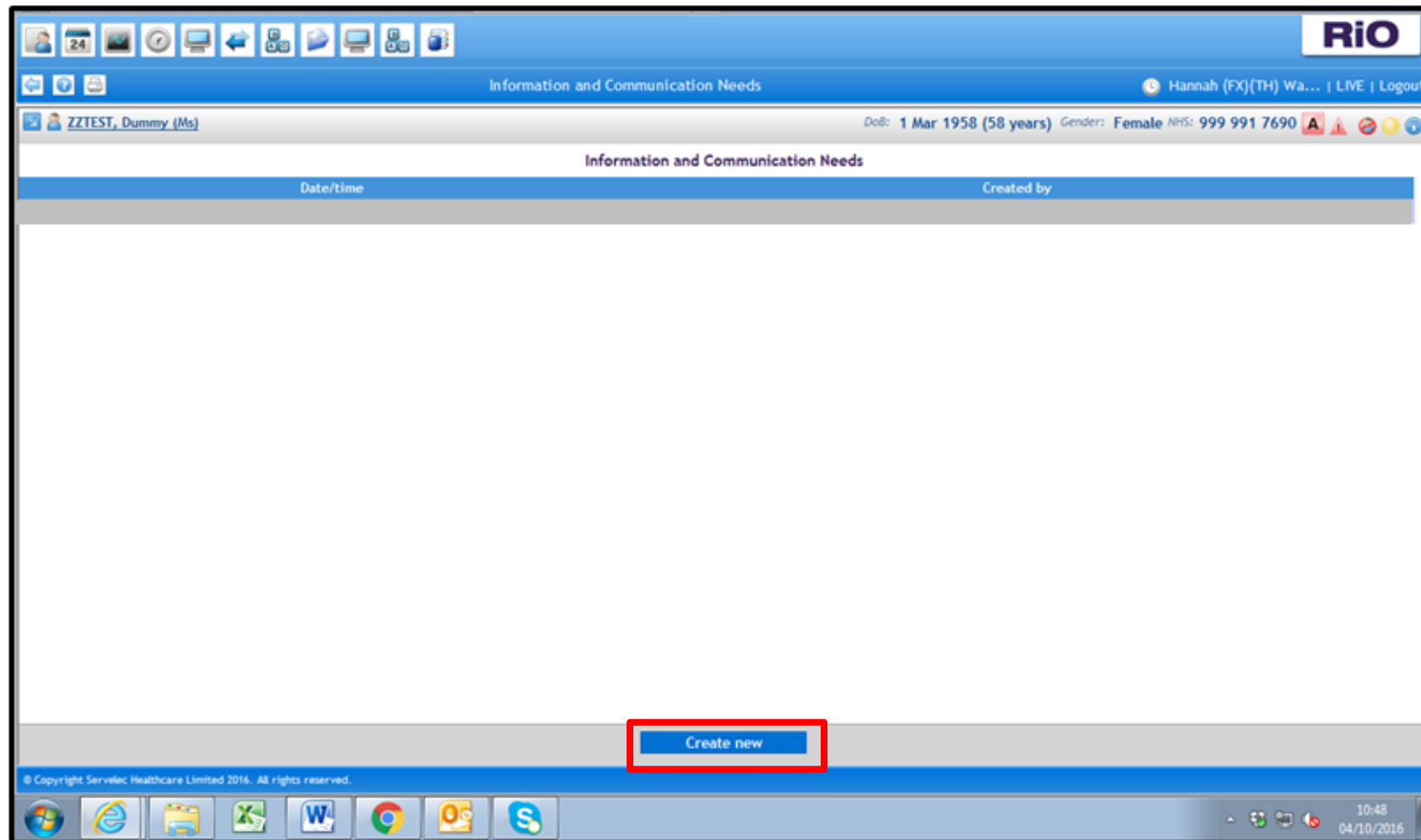
## How to document accessible information and communication support needs within RiO

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

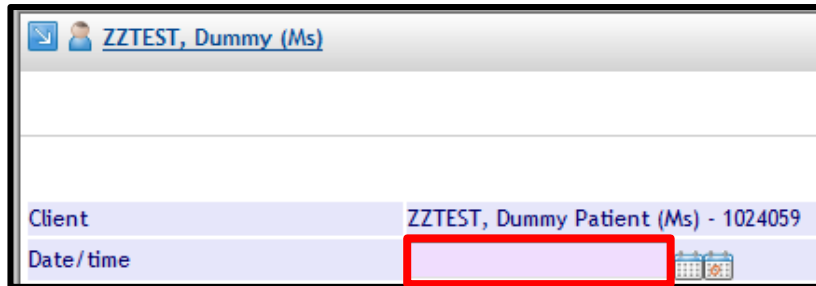
1. View the **Case Record Menu** of the service user you are working with
2. Select '**Client Demographics**'. A drop down menu will appear.
3. Select '**Information and Communication Needs**'.

The screenshot displays the 'Clinical Indicators' section of the RiO system. At the top, there are several status indicators: a warning triangle with the date '7 Jul 2016', a red 'A' for 'Allergies', a yellow 'N' for 'Consent Not Indicated', a green 'L' for 'Consent Given' dated '25 Apr 2016', and a red prohibition sign. Below this is the 'Case Record Menu' section, which is highlighted with a red box and labeled '1.'. Underneath, the 'Case Record' folder is expanded, and the 'Client Demographics' folder is highlighted with a red box and labeled '2.'. Within 'Client Demographics', the 'Information and Communication Needs' option is highlighted with a red box and labeled '3.'. Other options listed include 'Social Inclusion', 'MH Additional Personal Info.', 'Disability Monitoring', 'Family Management', 'Household and Child Contact', 'View Demographics', 'Progress Notes', and 'Clinical Coding'.

4. Select **'Create new'**. The Information and Communication Needs template will appear.




5. Enter the 'Date/Time'

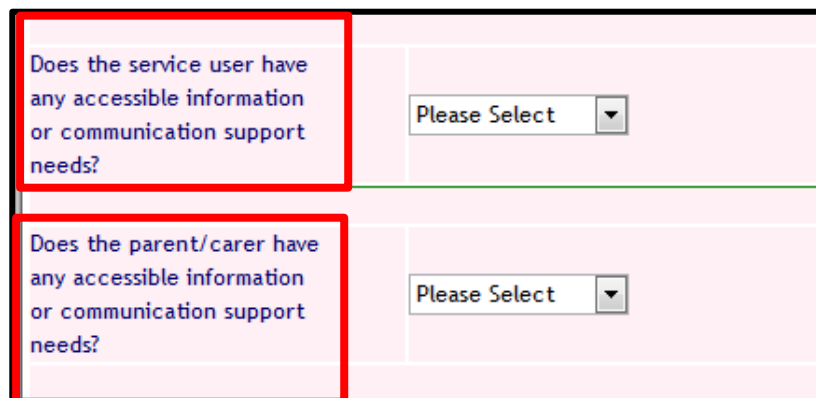


ZZTEST, Dummy (Ms)

Client ZZTEST, Dummy Patient (Ms) - 1024059

Date/time  

6. There are **TWO** Information and Communication Needs questions which **must** be completed.



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

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

7. The first question relates to the service user:

Does the service user have any accessible information or communication support needs?	Please Select
Does the parent/carer have any accessible information or communication support needs?	Please Select

a) If 'No' or 'Not yet assessed' are selected, the below 'Information' screen will appear. Click 'OK'.

Client	ZZTEST, Dummy Patient (Ms) - 1024059
Date/time	
Does the service user have any accessible information or communication support needs?	Not yet assessed Please Select Yes
Does the parent/carer have any accessible information or communication support needs?	No Not yet assessed Not applicable

Information	
The value selected/entered in 'Does the service user have any accessible information or communication support needs?' has caused the following field(s) to be hidden:	
<ul style="list-style-type: none"><li>• (un-labelled field)</li><li>• (un-labelled field)</li><li>• (un-labelled field)</li><li>• (un-labelled field)</li><li>• No specific contact method</li></ul>	
OK	

'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.

b) If 'Yes' is selected, **FOUR** additional questions will appear below

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

Yes  
Please Select  
**Yes**  
No  
Not yet assessed

What specific contact methods does the service user need? (note this is as a requirement rather than a preference)

Check as many as relevant

c) Complete **FOUR** question below:

What specific contact methods does the service user need? (note this is as a requirement rather than a preference)

Check as many as relevant

No specific contact method

Email  Telephone call  Text

Written  Other (comment in box below)

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

Check as many as relevant

No specific information format

Easy read information  16 point font size  Braille

Audio format  BSL signed support  Other (comment in box below)

**Which communication professional does the service user need support from?**  
*i* Check as many as relevant

No communication professional	<input type="checkbox"/>	Deaf blind manual interpreter	<input type="checkbox"/>	Other (comment in box below)	<input type="checkbox"/>
BSL interpreter	<input type="checkbox"/>				

**What additional communication support does the service user need?**  
*i* Check as many as relevant

No additional communication support	<input type="checkbox"/>	Write down key information	<input type="checkbox"/>	Use very simplified language	<input type="checkbox"/>
Use of pictures to support verbal conversations	<input type="checkbox"/>	Ensure environment allows easy lip reading	<input type="checkbox"/>	Audio (hearing) loop system	<input type="checkbox"/>
Give additional time to understand information	<input type="checkbox"/>	Longer appointment	<input type="checkbox"/>		
Support person to use communication aid	<input type="checkbox"/>	Advocate to be at the appointment	<input type="checkbox"/>		
Parent / carer to be at the appointment	<input type="checkbox"/>				
Other (comment in box below)	<input type="checkbox"/>				

8. 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

Additional comments about information and communication needs of the service user

ABC ✓

9. Complete Step 7 and 8 in relation to the parent/carer

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

What specific contact methods do you use to communicate with the parent/carer?

Check as many as relevant

Yes  
Please Select  
Yes  
No  
Not applicable  
Not yet assessed

The image shows a form with two questions. The first question is "Does the parent/carer have any accessible information or communication support needs?". The second question is "What specific contact methods do you use to communicate with the parent/carer?". Below the second question is a note that says "Check as many as relevant". A dropdown menu is open for the second question, showing the following options: "Yes", "Please Select", "Yes", "No", "Not applicable", and "Not yet assessed". An arrow points from a text box to the "Not applicable" option in the dropdown menu.

'Not applicable' should be selected **only** where the service user does not have a parent or carer involved.

10. Click 'Save' at the bottom of the page

ABC ✓

Save Clear Cancel

The image shows the bottom of a page with a grey bar containing three buttons: "Save", "Clear", and "Cancel". The "Save" button is highlighted with a red box. Above the buttons, there is a white bar with the text "ABC" and a blue checkmark icon.

11. Details of the patient's Accessible information and/or communication support needs are now viewable by selecting '**Information and Communication needs**' in the client demographics section of the Case Record Menu (see Steps 1-3)

The screenshot displays a software interface with two main sections. The top section, titled 'Clinical Indicators', features a pink header and contains five icons: a red warning triangle with the date '7 Jul 2016', a red 'A' in a square labeled 'Allergies', a yellow 'N' in a circle labeled 'Consent Not Indicated', a green 'L' in a circle labeled 'Consent Given 25 Apr 2016', and a red prohibition sign. The bottom section, titled 'Case Record Menu', has a light purple header and a list of items. A red box highlights the 'Case Record Menu' header. Another red box highlights the 'Client Demographics' folder, which is expanded to show several sub-items. A third red box highlights the 'Information and Communication Needs' item within this list. Other items in the list include 'Social Inclusion', 'MH Additional Personal Info.', 'Disability Monitoring', 'Family Management', 'Household and Child Contact', 'View Demographics', 'Progress Notes', 'Clinical Coding', 'Clinical Documentation', 'Risk Information', 'Physical Health (MH)', 'Safeguarding', 'Mental Health Act & Mental Capacity Act', and 'Clustering'.



12. Click on the **most recent entry** to view details of recorded Information and Communication Needs.

Information and Communication Needs

DoB: 1 Mar 1958 (58 years) Gender: Female NHS: 999 991 7690

ZZTEST, Dummy (Ms)

Hannah (FX)(TH) Wa... | LIVE | Logout

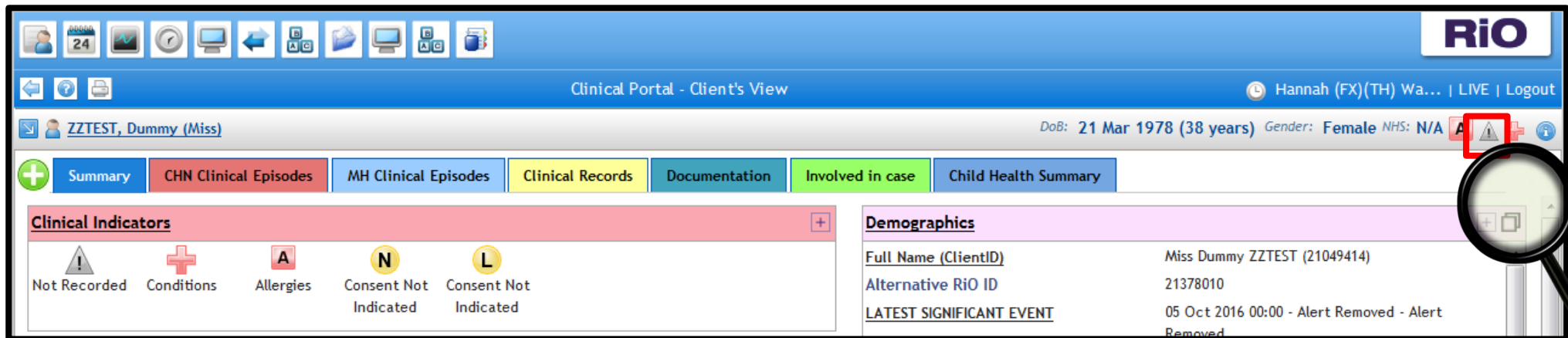
Date/time	Created by
4 October 2016 10:49	Hannah (FX)(TH) Watson

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.

13. In the 'Clinical Portal – Client's view' Click on the warning triangle in the top right hand corner.

Note that this will be:

- **Grey** if there are no previous alerts
- **Red** if there have been previous alerts added



The screenshot displays the 'Clinical Portal - Client's View' interface for a patient named 'ZZTEST, Dummy (Miss)'. The patient's details include 'DoB: 21 Mar 1978 (38 years)', 'Gender: Female', and 'NHS: N/A'. A warning triangle icon is highlighted in the top right corner of the patient information area. The interface features several tabs: 'Summary', 'CHN Clinical Episodes', 'MH Clinical Episodes', 'Clinical Records', 'Documentation', 'Involved in case', and 'Child Health Summary'. The 'Clinical Indicators' section shows icons for 'Not Recorded', 'Conditions', 'Allergies', 'Consent Not Indicated', and 'Consent Not Indicated'. The 'Demographics' section shows 'Full Name (ClientID): Miss Dummy ZZTEST (21049414)', 'Alternative RiO ID: 21378010', and 'LATEST SIGNIFICANT EVENT: 05 Oct 2016 00:00 - Alert Removed - Alert Removed'.



14. Select 'Add Alerts' at the bottom of the page

The screenshot displays the RiO (Rapid Response) interface. At the top, there is a navigation bar with various icons and the 'RiO' logo. Below this is a header section with the text 'Current Alerts' and user information: 'Hannah (FX)(TH) Wa... | LIVE | Logout'. The main content area shows a patient record for 'ZZTEST, Dummy (Miss)' with details: 'DoB: 21 Mar 1978 (38 years) Gender: Female NHS: N/A'. A message in the center states 'No Alerts currently exist for Miss Dummy Patient ZZTEST'. At the bottom of the interface, there are two buttons: 'Add Alerts' and 'Show History'. The 'Add Alerts' button is highlighted with a red rectangular box. A copyright notice at the very bottom reads: '© Copyright Servelec Healthcare Limited 2016. All rights reserved.'

15. For **Alert Type**, select '**Accessible information and/or communication support needs**'
16. Enter the **Alert Date**
17. Click '**Save**'

The screenshot shows the 'Add Alerts' interface in the RiO system. The patient is identified as 'ZZTEST, Dummy (Miss)' with a date of birth of 21 Mar 1978 (38 years), gender Female, and NHS number N/A. The form contains the following elements:

- Alert Type:** A dropdown menu with the selected option 'Accessible information and/or communication support needs' highlighted by a red box and labeled '15.'.
- Alert Date:** A date selection field with a calendar icon, highlighted by a red box and labeled '16.'.
- Comment:** A large text area for entering details.
- Significant Alert:** A checkbox labeled 'This is a significant Alert' which is currently unchecked.
- Save Button:** A blue button labeled 'Save' at the bottom of the form, highlighted by a red box and labeled '17.'.

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18. The Alert will now be visible 'Clinical Portal – Client's view' by clicking on the red triangle in the top right hand corner.

Alert Type	Alert Date	Date Entered	Entered By	Comment	Remove
Accessible information and/or communication support needs	16 Nov 2016	16 Nov 2016	Hannah (FX)(TH) Watson		<input type="checkbox"/>