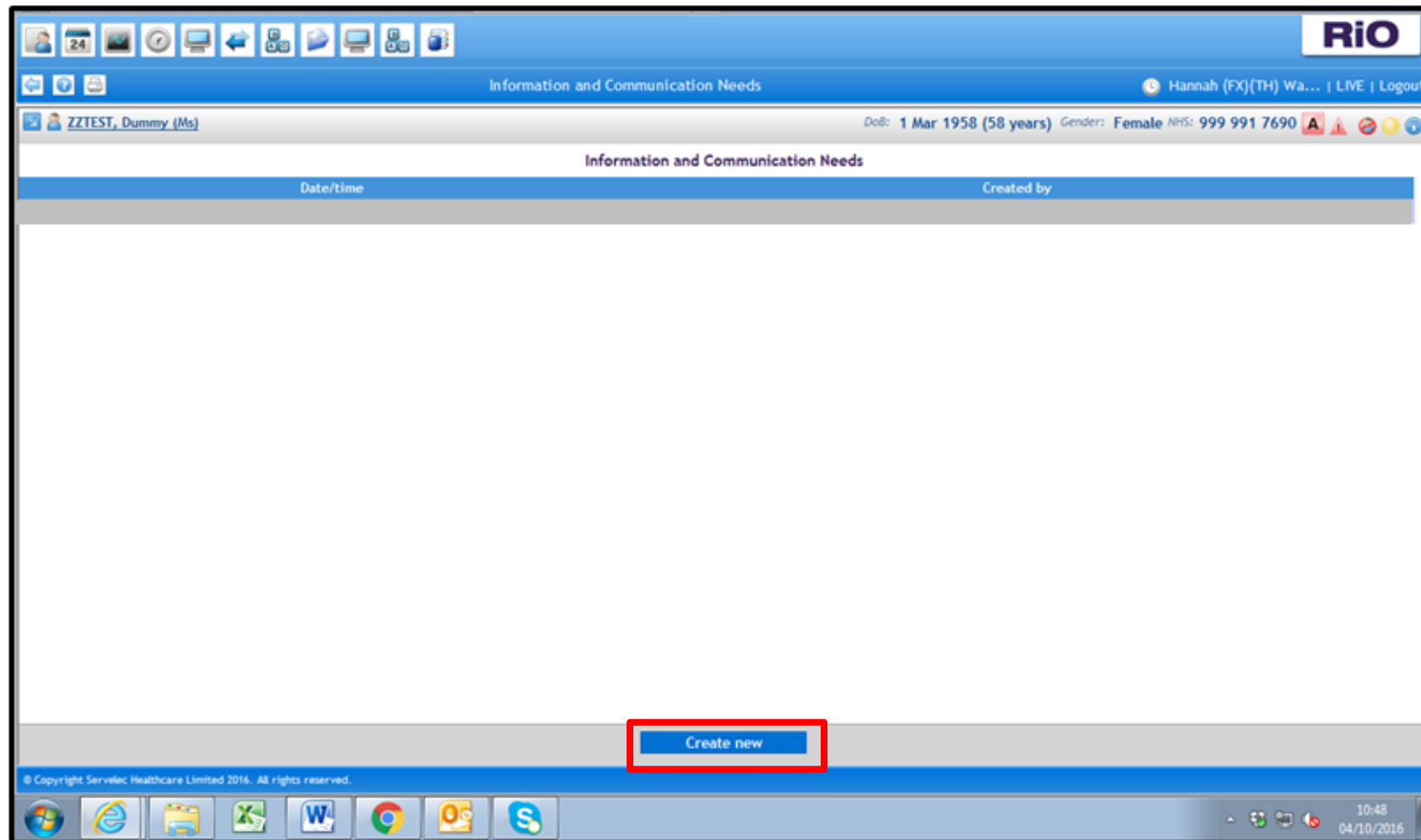# How to document accessible information and communication support needs within RiO

Once accessible information and communication support needs have been assessed, the outcome must be recorded within the service user's clinical record.
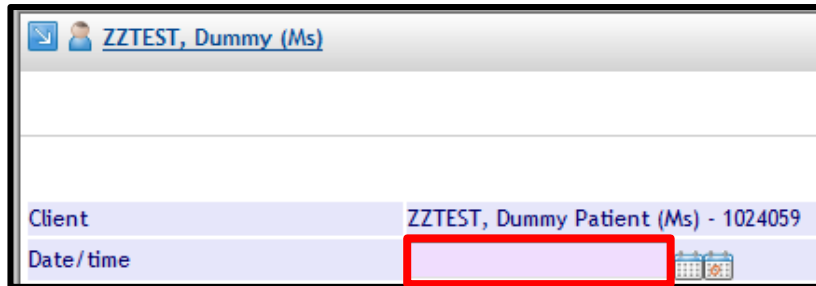
1. View the **Case Record Menu** of the service user you are working with
2. Select '**Client Demographics'**. A drop down menu will appear.
3. Select '**Information and Communication Needs**'.

4. Select '**Create new**'. The Information and Communication Needs template will appear.
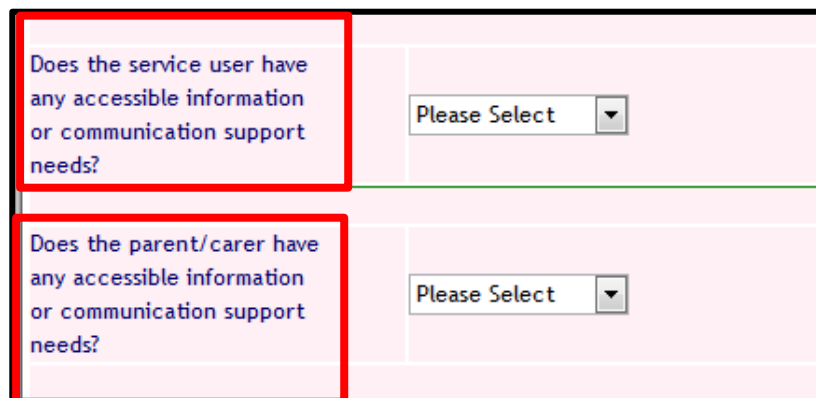
5. Enter the '**Date/Time**'

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

7. The first question relates to the service user:

a) If '**No**' or '**Not yet assessed**' are selected, the below '**Information'** screen will appear. Click '**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 ... ser need? (note t...
ⓘ 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?
ⓘ Check as many as relevant

No communication professional	☐				
BSL interpreter	☐	Deaf blind manual interpreter	☐	Other (comment in box below)	☐

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

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

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?

Yes ▾

Please Select
Yes
No
Not applicable
Not yet assessed

What specific contact methods o... rer

ℹ Check as many as relevant

'**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

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)

12. Click on the **most recent entry** to view details of recorded Information and Communication Needs.
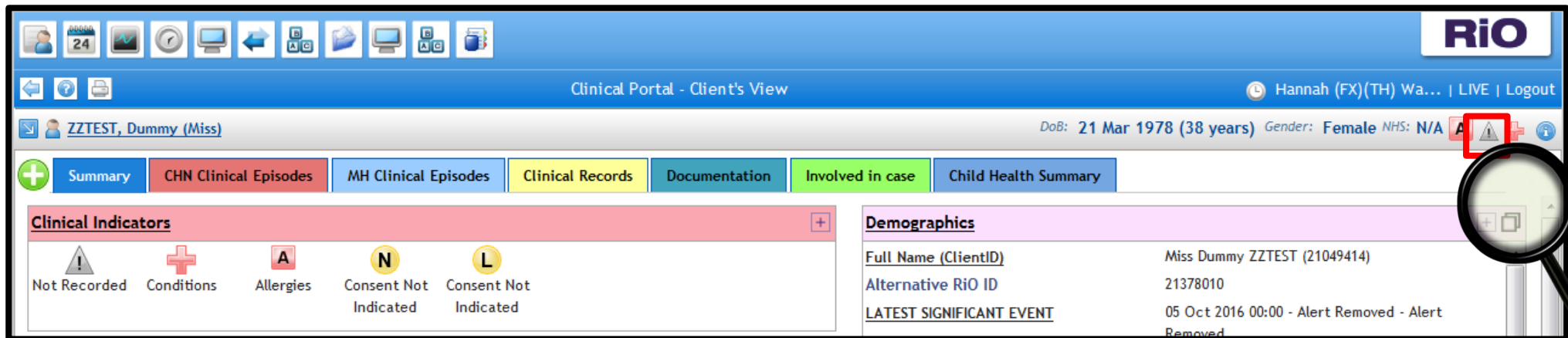
Once an accessible information and/or communication support need has been identified and recorded, an **ALERT** must be added to the clinical record to highlight the need.

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

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

15. For **Alert Type**, select '**Accessible information and/or communication support needs**'

16. Enter the **Alert Date**

17. Click **'Save'**

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