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Overview

BCHC reports ethnicity information to central government. This information helps NHS trusts to plan for future healthcare needs of the communities they serve, thus ensuring that all Clients receive the best possible care.

Recording a Client's Ethnicity (from Client's View)

When a Client is initially registered in Rio their ethnicity is often unknown. However, as ethnicity is a mandatory field an ethnicity of 'Not Known' is usually recorded. This results in the Client's ethnicity displaying as **Client Ethnicity Not Recorded** in red in the Demographics pane in the Clinical Portal.

To open the Client's Clinical Portal.

- Click **Menu**
- Click **Quick Menu**
- Click **Client's View**
- **Search** for Client

The **Clinical Portal - Client's View** screen will display.

- Locate the **Demographics** Pane (bottom left)

If a Client's ethnicity is displaying in red you will need to ask the Client what their ethnicity is.

To update ethnicity from the Clinical Portal.

- Click the **Ethnicity** link

The **Demographics** screen will display

- Click **Ethnicity** drop down
- Select the **given ethnicity** from the list
- Click **Save**
- Click the **Clients Name** link on the **Banner bar** to return to the **Clinical Portal** screen

| Demographics | |
|-----------------------------------|---|
| COVID - 19 Status | COVID-19 - Recovered |
| Full Name | Mr Tester TEST |
| ClientID | 1654774 |
| Date Of Birth | 1 Jan 1950 (71 year(s) old) |
| Gender | M |
| Full Address | Secure Address, Cic/lac, |
| PostCode | ZZ99 |
| Client Telephone | 01213569486 |
| Evening Tel. Number | 012144555566 |
| Mobile Tel. Number | 07895555890 |
| Patient Communication Preferences | SMS Consent Given |
| Consultation Medium | Video: Not Recorded , Telephone: Not Recorded , Face-2-Face: Not Recorded |
| Client Email | Sanjay.Chapaneri@bhamcommunity.nhs.uk |
| YCC Availability | Yes |
| First Language (If Not English) | English |
| Ethnicity | Client Ethnicity Not Recorded |
| Interpreter Required? | Not required |



The Ethnicity you recorded will now be visible in the **Demographics** pane on the Clinical Portal.

| | |
|--|---------------------------------|
| First Language (If Not English) | English |
| Ethnicity | Mixed - White & Black Caribbean |
| Interpreter Required? | Not required |

Recording a Client's Ethnicity (from Demographic Details)

A Client's ethnicity can also be updated directly from the **Demographic Details** screen.

- Click **Menu**
- Click **Quick Menu**
- Click **Demographic Details**
- **Search** for Client

The **Demographic Details** screen will display

- Locate the **Ethnicity** dropdown
- Select **Ethnicity given by the Client/Carer**
- Click **Save**



Recording Ethnicity (if Client Declines)



If a Client declines to tell you their ethnicity, then the option of **Not Stated (Client Refused)** should be completed. This indicates the Client has been asked their ethnicity and lets other users know that they need not ask again.