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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 **Edit this client**
- Click **Ethnicity** drop down
- Select the **given ethnicity** from the list

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./Iac,
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

- Click **Save to local only**

- Click the **Clients Name** link on the **Banner bar** to return to the **Clinical Portal** screen

Recording Ethnicity



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.

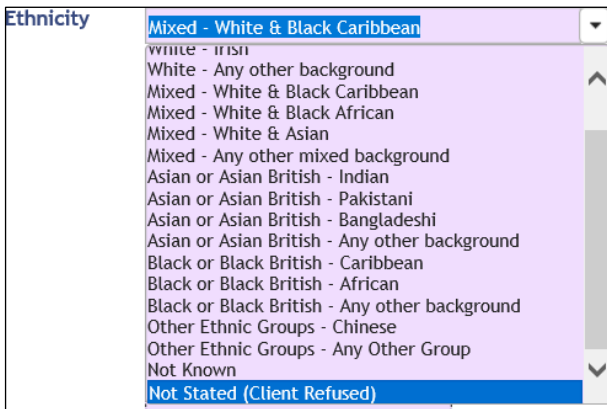
- Click **Menu**
- Click **Quick Menu**
- Click **Demographic Details**
- **Search** for Client

The **Demographic Details** screen will display

- Click **Edit this Client**
- Locate the **Ethnicity** dropdown
- Select the **given ethnicity** from the list
- Click **Save to local only**



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.