

CHS56 Provide clinical information to individuals

OVERVIEW

This standard covers the provision of clinical information by practitioners to individuals. A practitioner should be able to provide information and identify sources of information about individuals conditions, symptoms and treatments. The information should be provided using a variety of methods and in ways that is most likely to help the individual to understand it. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.The relationships between individuals and their carers, and how much they might want their involvement
- 2.The requirements and needs of carers, and how they could respond to changes in the condition of individuals
- 3.The type of information that is most useful to carers, and their right to access it
- 4.The role and responsibilities of different groups of carers, and the services and assistance to which they should be entitled
- 5.The difficulties with communication that can arise as a result of specific conditions, and how this changes according to fluctuations of symptoms
- 6.The role of carers and others in facilitating communication
- 7.Relevant legislation and the parts relating to the care of individuals, including the role of practitioners and clinical practice, human rights, data protection, and health and safety
- 8.The principles of informed consent, including implied consent and expressed consent, and how these are applied in practice to protect individuals
- 9.The ethics and responsibilities of practitioners, including professional codes of conduct and guidelines
- 10.The requirements and needs of individuals, and the resources and services that are available to help them
- 11.Confidentiality and privacy issues relating to individuals
- 12.Individuals' rights to information, and what is likely to be most useful to them during the different phases of their condition
- 13.The ways of presenting information, including statistical, factual, and anecdotal information
- 14.The roles and responsibilities of individuals for managing their own condition
- 15.The changes that occur at different stages of the conditions relevant to your area of

practice

- 16.The practitioners that are available to individuals, and how to obtain help from them
- 17.When to review the management of the condition
- 18.The aetiology, course, and progression of the condition
- 19.The possible causes of the condition, including genetic or environmental factors
- 20.The anatomy and physiology relevant to the condition
- 21.The symptoms, complications, and outcomes of the condition
- 22.The short, medium, and long term effects of the condition on individuals and their carers
- 23.The interventions for the condition
- 24.The current issues and research
- 25.Information sources for practitioners, individuals, and carers
- 26.The type of information that individuals might require during the different phases of their condition
- 27.The ways of presenting information, including statistical, factual, and anecdotal information
- 28.The support that individuals will require when being provided with different types of information

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.respect the individual's rights and wishes relating to their privacy, beliefs, and dignity, and obtain informed consent whenever appropriate
- 2.provide support to the individual, and the carers they specify, when providing clinical information
- 3.enable the individual to express their requirements for information, and explain clearly the type of information that can be provided
- 4.discuss the amount, type and sources of information which the individual has accessed
- 5.identify relevant sources of information that the individual can access to increase their understanding of their condition and to make informed choices
- 6.identify other practitioners who are able to provide support and clinical information if necessary or requested by the individual
- 7.establish the amount of clinical information that the individual is likely to be able to deal with at any one time
- 8.provide information that is relevant to the individual's needs, and be sure it is as accurate as possible within the context of what is known about their condition
- 9.provide sufficient time for the individual to reflect on what has been said and if necessary repeat it
- 10.provide opportunities for the individual to clarify any clinical information and enable them to ask questions
- 11.answer any questions raised by the individual, and refer any questions that cannot be answered to the appropriate sources of information
- 12.keep accurate, legible, and complete records, and comply with all the relevant legal, professional, and organisational requirements and guidelines

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: Core 1 Communication. This standard has replaced LTCN3 and HCS_MAX9.