# Adults Quick Guide

# Preferred Communication Method

The recording of a preferred communication method is particularly useful to all teams as it identifies the best way to contact the person.

If recorded, the current **Preferred Communication Method** will display on the **Person summary** screen in the **Preferred communication method** section.

## Viewing a historic (ended) Preferred Communication Method

To view a preferred communication method:

- Click **Person details > Preferred communication method** in the extended sidebar menu or click the **Change** button in the **Preferred communication method** section.

The **Preferred communication method history** screen displays.

Ended (historic) preferred communication methods have a date in the 'To date' column and the current preferred communication method will not.

- Click the **OK** button to return to the **Person summary** screen

## Recording a Preferred Communication Method

To record preferred communication method:

- Click **Person details > Preferred communication method** in the extended sidebar menu or click the **Change** in the **Preferred communication method** section.

**Note:** The 'Change' button will only be visible if a current preferred communication method has been recorded.

The **Preferred communication method history** screen displays.

- Click the **Add** button

The **Add preferred communication method** screen displays.

Complete the fields on the screen.

- Click the **Save** button

The **Preferred communication method history** screen displays.

- Click the **OK** button to return to the **Person summary** screen

## Ending and Updating a Preferred Communication Method

To end or update a preferred communication method:

- Click **Person details > Preferred communication method** in the extended sidebar menu or click the **Change** in the **Preferred communication method** section.

The **Preferred communication method history** screen displays.

- Click the **Edit Pencil** icon 🖊

The **Amend preferred communication method** screen displays

Edit the fields on the screen as necessary.

Editing of a person's preferred communication method should only be undertaken when a recording error has been made e.g. Incorrect 'From date' or 'Preferred Communication Method' selected.

Preferred communication methods are only ended in Mosaic when a new preferred communication method is added.

When a new preferred communication method is added, Mosaic automatically ends the existing preferred communication method with an end date of the previous day.

- Click the **Save** button

The **Preferred communication  method history** screen displays.

- Click the **OK** button to return to the **Person summary** screen