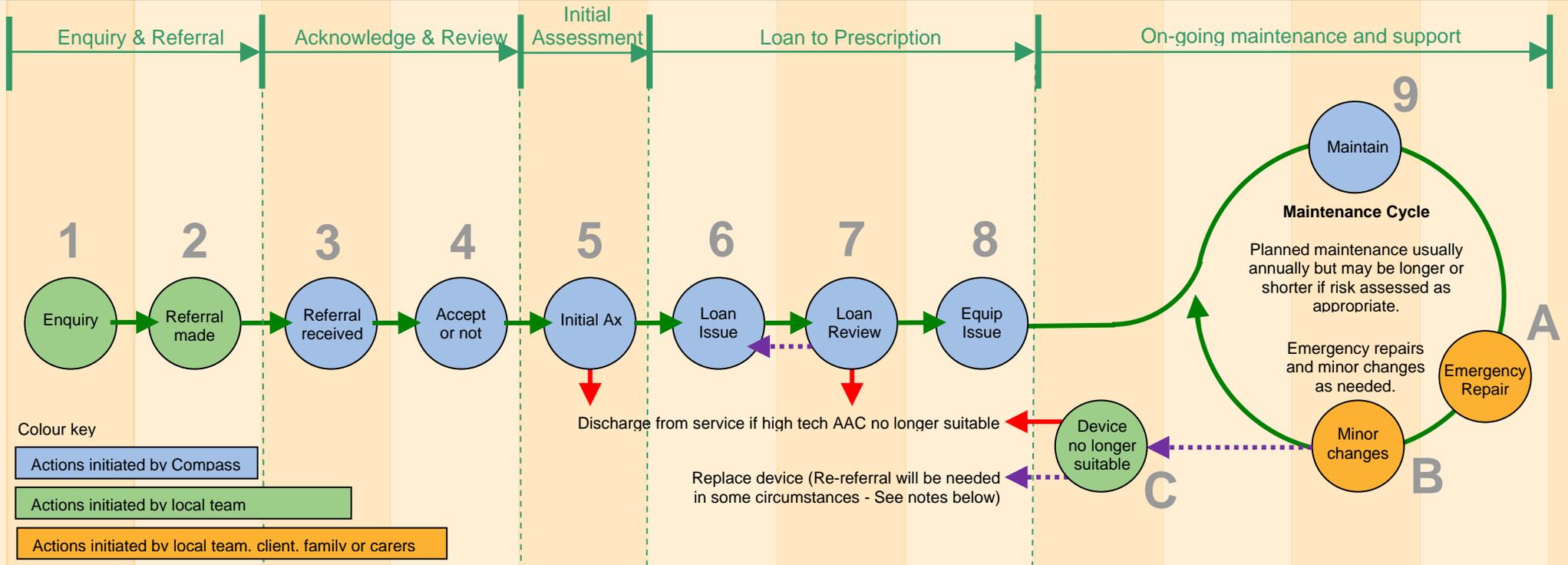


Compass AAC Service

Pathway for Assessment & Provision of Alternative & Augmentative Communication (AAC) under NHS Contract for Complex AAC



NOTES:

- [1]** A pre-referral enquiry is optional, but may save time if client is not eligible for Complex AAC Assessment.
- [4]** If a referral is not accepted for Complex AAC Assessment, it does not necessarily mean that the client is not suitable for any AAC or any technology at all, just that this particular funding source is not appropriate at this time. Compass can advise the referring team on other means of obtaining equipment.
- [5, 6, 7, 8]** Ideally the referring local team member will be closely involved in each of these stages.
- [7 to 8]** When the loan equipment is successful and is recommended as the final prescription, where possible the loan equipment will simply remain in place for continuity of AAC for the client. However, this may not always be possible and the loan equipment may sometimes have to be removed while the client's own equipment is ordered.
- [9]** Compass will arrange regular planned maintenance (usually on an annual basis).

- [A]** When notified by the local team or the client (or family) Compass will arrange emergency repairs.
- [B, C]** The local team are responsible for monitoring and notifying Compass of any problems requiring minor or major changes to equipment.
- [B]** Minor changes mean adjustments to software settings, vocabularies or accessory equipment. This is usually done as part of ongoing support. If possible changes will be made by remote log-in. The client may also request minor changes directly. If frequent changes are being requested by the client, Compass may ask the local team to be involved or train the local team to make the changes.
- [C]** Major changes mean a change of the main AAC device as the current device is no longer suitable. A decision that the device is no longer suitable will not be made without the local team. Whether a new referral is required is at the discretion of Compass, but the following guidelines apply:
If the main AAC device has been in use for several years and is at the end of its useful life this will usually require a new referral. If a change of the main AAC device is needed but this was anticipated at assessment, due to a degenerative condition, then this will usually not require a new referral.