SOP · WTG-SOP-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 45.4

At a glance

- Written information uses short sentences, common words and one idea at a time.
- Each item is tested with a sample of the people who will use it before it is issued (WTG-REG-001).
- Each item is available in the languages the population uses (MTR-POL-002).
- Each item is reviewed every two years, or sooner when its content changes.
- Stop and get help straight away if: an item is issued without a recorded test with people who will use it.

1. Purpose

To make sure written health information can be understood by the people who will use it, in the languages they use (45.4).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

Health information that is hard to understand does not help. Writing in plain language, and testing it with the people who will use it, makes it usable.

5. Responsibilities

Role	Responsibility	Competence
Communications lead	Writes the items and arranges the user test	Service director
Clinical lead	Checks the medical content is correct and current	Service director

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Write.

- Write the item in plain language, with the most important point first.

Key point: Written.

Step 2. Test.

- Test the item with a sample of the people who will use it, and change it where they do not understand it.

- Record the test (WTG-REG-001).

Key point: Tested.

Step 3. Translate and issue.

- Translate the item into each language the population uses.
- Issue the item and record the date.

Key point: Issued.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Items tested before issue	100%	Each issue	Communications lead	Withdraw the item until tested
Items reviewed on schedule	100%	Yearly	Communications lead	Review at once

14. Records

Record	Kept in	Retention

Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
WTG-REG-001	Patient information test register	Register
MTR-POL-002	Language access and interpreters (existing, reused)	Policy

17. Evidence

Reference	Note
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- Reception & Information: The First Ten Minutes (H-02)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)

- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

Download this document as PDF

Download this document as an editable Word file