

Prior to calling:

1. Assess the patient
2. Nurses – if appropriate discuss your concerns with your senior nurse first in order to prioritise the call
3. Know the admitting diagnosis
4. Read the most recent progress notes and the assessment from the nurse and/or doctor on the previous shift
5. Have available: Observation Chart and latest MEWS, Progress notes, Drug chart, Fluid Balance, Lab results

I	<p><u>Identify:</u></p> <ul style="list-style-type: none"> • Yourself by name and position • Your location • Who you are talking to • Identify: • Patient name & Consultant • Date of admission • Age • Sex • Location (if different from you)
S	<p><u>Situation:</u></p> <ul style="list-style-type: none"> • State the purpose of your call. • “The reason I am calling is....” • If urgent say so and reason why e.g. low blood pressure
B	<p><u>Background:</u></p> <ul style="list-style-type: none"> • Tell the story: • Current problem • Relevant history, relevant examination, relevant test results, brief synopsis of treatment to date
A	<p><u>Assessment:</u></p> <ul style="list-style-type: none"> • State what you think is going on. • Most recent vital signs: BP ----- Pulse ----- Respirations ----- Temperature ----- Urine Output • CNS level (AVPU) ----- MEWS ----- Is the patient on O₂? ----- Which Device? • Other: Pain ----- Muscoskeletal (deformity/weakness) ----- Input/Output ----- Wounds Asculation
R	<p><u>Request:</u></p> <ul style="list-style-type: none"> • If required urgently say so and reason why • State what you would like to see done • Ask questions: • Are there any tests required? E.g. CXR, ECG etc. • Are there any medications/fluids required? • What change in the treatment plan is required? • How often do you want vital signs? • Does the trigger point for the MEWS score need adjusting for the patient? • If the patient doesn't improve when should they be called again?

AND REMEMBER

- Document the change in condition
- Who you spoke to
- Orders given
- Treatment instigated
- Plan of care and patient response to care