POLST
CALIFORNIA

Script: Report to Physician using SBAR

All telephone calls to physicians are more effective when information is presented in a clear, concise format. Using the SBAR (Situation-Background-Assessment-Recommendation) outline benefits residents through effective telephone communication between nurses and physicians.

Before Calling the Physician, ask:

- ❑ Is my assessment current? Am I calling the correct doctor for this problem?
- ❑ What is the code status/POLST/Intensity of Care on this patient?
- ❑ Is the chart & Medication Record (MAR) here for when the physician returns my call?
- ❑ To keep your message focused and concise, you may want to write down:
  - Patient/resident's name, age, admitting diagnosis, allergies
  - The problem is________ and specific symptoms, vital signs, etc.

Situation: State the situation, issue or problem that is happening.

- ❑ I am _______________ (RN, LVN) from _______________ (Hospital/SNF/Hospice).
- ❑ I am calling about _______________ a patient of Dr. _______________.
- ❑ The problem is: _______________.
  - Be concise; clearly state important details. For example: *Today or in the last ___ hours, Mrs. Lee has had severe pain not relieved by current order of one Vicodin 5/325* ***or*** *has vomited X 2 and her BP is 186/108.*

Background: Give the pertinent history or background to the event that you are reporting.

- ❑ The admitting diagnosis is: _______________ and she was admitted on: _____________.
- ❑ State pertinent medical history: _______________.
  - *For example: She was admitted with CVA and has been stable* ***or*** *was discharged from the hospital ___ days ago* ***or*** *she is a long-term patient, and POLST is comfort measures only, No CPR, and family is aware of her current status.*
- ❑ Briefly describe current treatment of the problem: _______________.
  - *For example: Her BP was low last week and Metoprolol was stopped.*

Assessment: State appropriate assessment facts and know time of last assessment.

- ❑ Her BP is: _____, Pulse ____, Respirations ____, Temperature ____ Pain level _____.
- ❑ Pulse Oximetry is: ____%. If on Oxygen: She is on ____ Liters/minute of oxygen.
- ❑ Pertinent physical exam findings: _____________________. Fingerstick Glucose is: ____.
- ❑ Describe any changes from past assessment or new problems: _______________.
  - *For example: change in mental status, skin color, pulse or respiratory rate/quality, recent abnormal lab values, poor intake, other new symptoms, like vomiting, diarrhea, headache, agitation, confusion.*
- ❑ Her POLST or PIC completed on: ________ is: _____ *(CPR* ***or*** *Do Not Attempt CPR);* ***and***
  - *Medical Interventions are:* _______________.

Recommendations: Be prepared to state what you think needs to happen resolve this problem.

- ❑ I think she would benefit from: _______________.
  - *For example: Increasing her Vicodin to 5/325 two tablets qid prn pain 7 to 10* ***or*** *transfer to hospital for evaluation and treatment* ***or*** *xray of left foot, which we can do portable at our facility.*
- ❑ Clarify details of orders or any change in treatment.
  - *For example: Frequency of Vital Signs or Blood Sugar testing* ***or*** *parameters to call physician: Shall we call if systolic BP greater than 160?* ***or*** *I will notify Dr. Reynolds, her PCP, tomorrow.*
  - *Insist on a verbal read back of any new orders received as a Telephone Order.*

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Materials made possible by a grant from the California HealthCare Foundation