







Framework for communicating a critical situation, or change in patient condition

Before calling the Doctor:

1. Assess the patient
2. Review the chart and identify who you should call
3. Read the most recent progress notes, care path & assessments from the previous shift
4. Have available when speaking to the Doctor the end of bed chart and the Matrix "Labour and Delivery Summary"

	S I T U A T I O N	<ul style="list-style-type: none"> ▪ Identify the situation you are calling about ▪ Identify yourself – name, designation & where you are ▪ Identify your patient
	H I S T O R Y	<ul style="list-style-type: none"> ▪ Any relevant history – obstetric/antenatal, medical, surgical, psychosocial ▪ Anything from the current admission including any treatments, responses and events
	A S S E S S M E N T	<ul style="list-style-type: none"> ▪ Your assessment ▪ Recent vital signs, trends and/or anomalies ▪ Recent tests and results – bloods, urine etc. ▪ Response to any treatment or intervention so far
	R I S K	<ul style="list-style-type: none"> ▪ Be aware of any risk the patient has ▪ Allergies ▪ Infection control ▪ Medications
	E X P E C T A T I O N	<ul style="list-style-type: none"> ▪ What do you and your patient expect to happen ▪ What does the VMO expect to happen ▪ By whom and by when <p>Know what to do or who to speak to if any of these expectations aren't met! <u>SPEAKING UP FOR SAFETY</u></p>
	D O C U M E N T A T I O N	<p>Complete an "I have SHARED" sticker and place in the progress notes. Document the specifics of the communication including information you provided and any outcomes including drugs, plan of care, review or follow-up etc.</p> <p>All telephone orders must be written and read back to the Doctor, drug orders must be heard and signed by two RN's or RM's.</p>