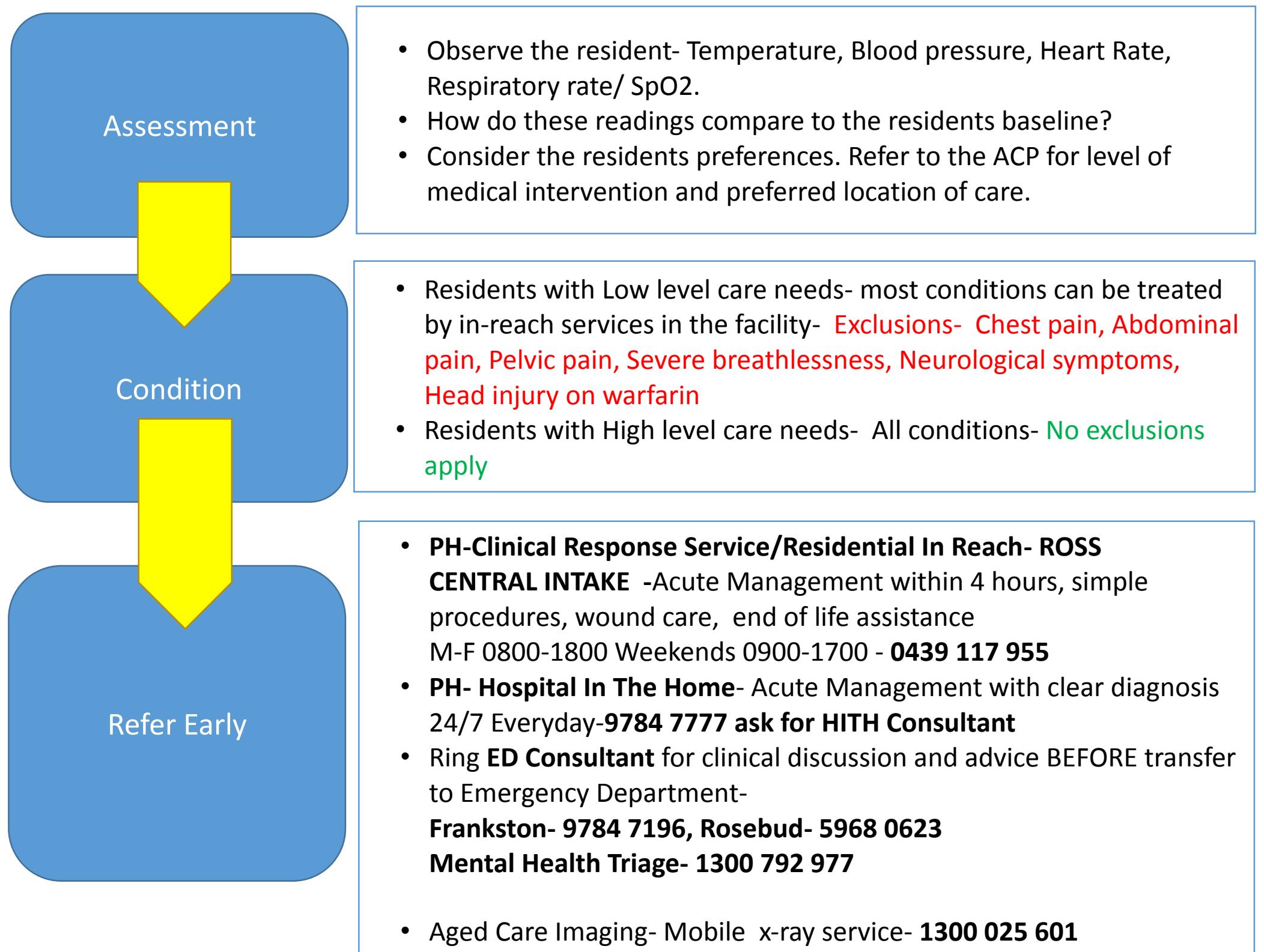


Preventing avoidable hospital presentations for residents in aged care

Facility staff should contact the residents GP in the first instance for urgent review. When contacting the GP phone is preferable to fax. If the GP or deputising service is not available then consider the options below.



Communicating on the phone with other health care providers?

Use the ISBAR format to make sure the information is delivered safely and clearly.

I	S	B	A	R
Identify	Situation	Background	Assessment	Request
*Who you are/Title *Location of resident *Residents name and DOB	*Reason/concerns for phoning	*How long has the problem been present? *Is it new or recurrent? *Past medical history *Clients ACP, family and GP request	*Time of assessment *Who assessed the client? *Main symptoms *Main physical signs *What actions have been taken?	*What do you think is required?