



Right Call, Right Care

Urgent Call Communication Checklist

Call 999: Do Not Delay

- ▶ Chest pain
- ▶ Suspected stroke - think FAST
- ▶ Cardiac arrest
- ▶ New or worsening breathing problems
- ▶ Fall with suspected injury
- ▶ Head injury
- ▶ Unconscious or new change in consciousness
- ▶ Choking
- ▶ Fits



Face - can they smile?
Does one side droop?

Arm - Can they lift both arms? Is one weak?

Speech - Is their speech muddled?

Time to call 999

Date:

Time:

Call 111

For other urgent enquiries and advice when GP not available

Do not use 111 if it's an emergency

You must have a phone beside the patient/resident

Use your mobile if needed

It is free



Patient/resident name:

Date of birth:

Your name:

Phone number you are dialling from (incl. options):

Now gather the information below:

<p>Situation: say who you are and where you are</p> <p>What is the problem? e.g. I have found Mrs X on the floor or I can't wake Mr Y up and his breathing has changed</p>	
<p>Background:</p> <p>What led up to the problem</p> <p>A brief history of the person e.g. She has dementia and falls frequently or Mr Y is normally alert and talkative with no breathing problems</p>	
<p>Assessment:</p> <p>Use your ABCD assessment</p> <p>What do you think has happened? e.g. I think Mrs X may have fractured her hip or Mr Y does not respond when I try to rouse him, he is making snoring noises</p>	
<p>Recommendation:</p> <p>What help do you want? e.g. I need someone to assess Mrs X and see if she has broken her hip or Tell me what to do to manage Mr Y's breathing</p>	

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Now do your ABCD assessment; this will help the call handler make decisions

<p>Airway:</p> <p>Are they awake/speaking? (Alert) Any snoring or gurgling noises? Open the airway if you know how</p>	
<p>Breathing:</p> <p>Are they breathing? Does it look normal? Is it slow or fast? If you can, count the breaths per minute</p>	Respiratory rate:
<p>Circulation:</p> <p>What colour are they? Is there any bleeding? If you can, do the BP and count the pulse Are they cold? take their temperature if you can Have they passed urine in the last 4 hours? What colour was it?</p>	BP: pulse rate: Temperature:
<p>Disability including Diabetes:</p> <p>Has their conscious level changed? Are they normally confused or agitated? Are they normally verbal or nonverbal? If diabetic, what is the blood sugar? Have they fallen? If so, use I Stumble New pain? Are they getting worse?</p>	Blood sugar: mmols

E Have you got:

MAR chart

If applicable:

Advanced Care Plan

DNR

Power of Attorney

DoLs

Medical History:

Outcome of Call: