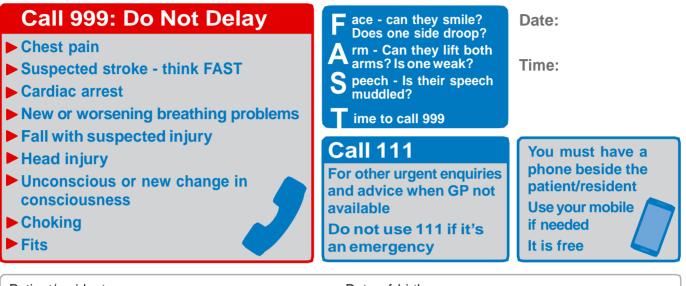






## Right Call, Right Care

## **Urgent Call Communication Checklist**



Patient/resident name:

Date of birth:

Your name:

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

Now gather the information below:

Situation: say who you are and where you are 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	
Background: What led up to the problem 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	
A ssessment: Use your ABCD assessment 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	
Recommendation: 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	

## Right Call, Right Care

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

Airway:	
Are they awake/speaking? (Alert) Any snoring or gurgling noises? Open the airway if you know how	
<b>B</b> reathing: Are they breathing? Does it look normal? Is it slow or fast? If you can, count the breaths per minute	Respiratory rate:
<b>C irculation:</b> 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?	BP: pulse rate: Temperature:
Disability including Diabetes: 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?	Blood sugar: mmols
E Have you got: Medical Hist	tory:

Have you got:	medical instory.
MAR chart	
If applicable:	
Advanced Care Plan	
DNR	
Power of Attorney	
DoLs	

## **Outcome of Call:**

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