

REMEMBER

ISBAR

Clinical conversations should be clear, focussed and the information relevant.

Poor communication risks patient safety and contributes to adverse outcomes.

I – Introduction

“I am..... (name and role)”

“I am calling from”

“I am calling because.....”

S – Situation

“I have a patient (age and gender) who is

a) stable but I have concerns

b) unstable with rapid/slow deterioration”

“The presenting symptoms are.....”

B – Background

“This is on a background of.....”

(give pertinent information which may include:

Date of admission/ presenting symptoms/ medications/
recent vital signs/test results/status changes)

A – Assessment

“On the basis of the above:

The patients’ condition is

And they are at risk of

And in need of”

R – Recommendation

Be clear about what you are requesting.

e.g. “This patient needs transfer to/review

Under the care of.....

In the following timeframe”