Patient Safety Goal 2

Improve Effective Communication

Effective communication reduces errors and results in improved patient safety. All verbal communication (e.g. telephone calls) relating to critical, urgent and unexpected diagnostic findings must be documented in the patients' Health Care Record (HCR) including actions taken to ensure patient safety.

How can I, as a member of staff, contribute to this goal?

- Always use the 'patient related message' sticker to help you document the communication

- Write the information / message down and time message received

- Read it back to confirm the information / message is correct

- Record follow up action taken and time of action

- All information must be signed, dated and timed

- Place completed 'patient related message' sticker in the clinical notes in the HCR

Patient Related Message   **S.V.U.H.**

Date: ..../......./20...... Time: ..../...... Message taken by: ....

Patient Name: .... MRN: ....

Message from: .... Dept: ....

Message: ....

St Vincent's University Hospital employs a write down read back policy for verbal communications
Critical telephone messages must be written down and read back to the sender

I confirm that this message was read back to sender. ☐ Signature: ....

Print Name: ....

Designation (i.e Doctor, Nurse, Ward Clerk): .... Date: ..../......./20...... Time: ..../......

Message communicated to (if appropriate): ....

This message to be placed in the patients clinical notes

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