iSBAR Professional Communication Technique

- iSBAR is a standardized framework for healthcare team members to communicate about a concern.
- iSBAR creates a consistent format for information to be sent and creates an expectation for information to be received.
- iSBAR provides a system for individuals to speak up and express concern in a concise manner.

introduction – Introduce yourself and tell what department you represent

Situation—What is happening to necessitate this communication?

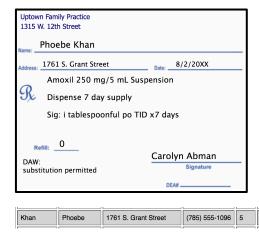
Background—What is the clinical background?

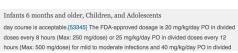
Assessment—What do I think the problem is?

Recommendation—What would I recommend?

iSBAR - Dosing Error

i	Hello, my name is [PHARMACIST NAME] and I am a pharmacist at University Pharmacy.
S	The situation is in regard to a prescription written by doctor [PRESCRIBER NAME] for patient [PATIENT NAME] and I am concerned about the dose.
В	Some background information is that the patient, [PATIENT NAME], is a [AGE]-year old [GENDER] who on [DATE PRESCRIPTION WRITTEN] was prescribed [DRUG NAME, DOSE, DOSAGE FORM] with the instructions to [SIG]. According to my resources a normal dose for [DRUG NAME] is [GIVE NORMAL DOSE].
Α	My assessment is the dose of [DRUG NAME] is too [HIGH or LOW].
R	I recommend the dose of [DRUG NAME] be [INCREASED or DECREASED] to [NORMAL DOSE]. Please tell me what you think.





iSBAR - Contraindication

i	Hello, my name is [PHARMACIST NAME] and I am a pharmacist at University Pharmacy.
S	The situation is in regard to a prescription written by doctor [PRESCRIBER NAME] for patient [PATIENT NAME] and I am concerned about a possible contraindication.
В	Some background information is that the patient, [PATIENT NAME], is a [AGE]-year old [GENDER] who on [DATE PRESCRIPTION WRITTEN] was prescribed [DRUG NAME, DOSE, DOSAGE FORM] with the instructions to [SIG]. According to my records, [PATIENT NAME] has a history of [ALLERGY or CONDITION] which is a contraindication for using the drug [DRUG NAME].
Α	My assessment is [DRUG NAME] would not be safe to give to the patient because of their [ALLERGY or CONDITION].
R	I recommend [DRUG NAME] be discontinued and a new drug prescribed that is safe for someone with [ALLERGY or CONDITION]. Please tell me what you think.



