

Complete this form **prior** to calling dispatch at **1.888.686.3055**

Contact MRP during regular hours (Mon-Fri 0700 – 1700) for other issues

VICTORIA On-call Physician Fax Numbers* (for follow-up fax only)

PHYSICIAN	FAX	PHYSICIAN	FAX	PHYSICIAN	FAX
Bekker, Ian	1.778.401.0430	Grimwood, Russ	1.250.598.2429	Roh, Christine	1.778.401.0477
Brook, David	1.778.401.0518	Houghton, Peter	1.778.405.4623	Saunders, Robin	1.778.400.8981
Chew, Gilbert	1.778.698.1898	Manville, Margaret	1.778.747.2721	Stansfield, Zachary	1.778.401.0438
Clinton-Baker, David	1.778.401.0540	McFadyen, Roderick	1.778.401.0501	Syyong, Harley	1.778.401.0475
Darcel, Keith	1.250.483.1929	McKeen, Katharine	1.778.265.0603	Tsai, Jimmy	1.778.400.5723
Edora, Fil	1.250.727.9936	Mordasiewicz, Merunka	1.236.475.8540	Vaughan, Matthew	1.250.590.7726
Egan, Frank	1.250.592.8182	Neweduk, Peter	1.778.401.0464	Vaughan, Michael	1.250.385.8153
Forster, George	1.844.961.3430	Oosthuizen, Francois	1.778.401.0436	Woodburn, Layne	1.844.444.0895

Instructions: After-Hours Communication SBAR Form

USE: For **URGENT** after-hours resident issues only. The Victoria After-Hours Call Line is available from **Monday to Thursday 1700 – 0700, Friday 1700 - Monday 0700, and statutory holidays**. Please contact the resident's MRP during regular hours for all other concerns.

PURPOSE: To facilitate efficient, consistent communication of key information in an urgent situation to the physician on-call, and to provide clear communication of the situation for the resident's Most Responsible Provider (Physician or Nurse Practitioner) (MRP*).

STEPS:

1. Clearly write the resident's Name, DOB, PHN, and MRP. Redact/black out all other information if using a resident label.
2. Complete the entire SBAR form as appropriate PRIOR to calling the dispatch line.
3. Complete the questions in the '**COMMUNICABLE DISEASE**' section prior to all calls.
4. Call the after-hours call line at **1.888.686.3055** and report the reason(s) for the call to dispatch. You will either be patched directly through to the on-call physician, or they will call you back shortly.
5. In 'Physician Response Notes', select how orders from the physician were documented (if orders were given) and document the interaction and physician directions in the nursing progress notes.
6. Fax the SBAR form to the resident's MRP to inform them of the urgent call, response, and plan. Indicate whether MRP follow-up is required or recommended. If handwritten orders or notes are written by the on-call physician during an on-site visit, include these documents in the fax to the MRP and on-call physician. Include nursing progress notes as necessary.
7. Fax the SBAR form to the on-call physician for their records (see fax numbers above).
8. Place SBAR in the 'Physician Notes' section of the resident's chart or the care home's MRP communication binder.

ABBREVIATIONS					
BG	Blood Glucose	LOC	Level of Consciousness	MRN	Most Responsible Nurse
BP	Blood Pressure	MC	Medical Coordinator	MOST	Medical Orders for Scope of Treatment
DOB	Date of Birth	MAR	Medication Administration Record	PHN	Personal Health Number
eGFR	Estimated Glomerular Filtration Rate	MRP*	Most Responsible Provider (Physician or Nurse Practitioner)	LTCI	Long-term Care Initiative
INR	International Normalized Ratio			RR	Respiration Rate

Questions or Comments about the After-Hours SBAR?

Please contact the LTCI team at VictoriaSouthIsland.LTCI@victoriadivision.ca or 778.265.3137