How to Respond to an SBAR

1. In Rubus Health Shared Group, go to the SBAR Communications folder
2. Enter the Resident/NA folder
3. You will see the SBAR documents
        i. Refill requests will be in the Rx Refill subfolder
        ii. Unattended Visits will be in the UNATTENDED VISITS subfolder
    b. They will be labeled by patient number and are created by the person taking the call/email
        i. The SOP for creating an SBAR is here
            1. YOU DO NOT NEED TO CREATE SBARS. This is just a reference so you know what each section is created for and for what is appropriate for an SBAR
4. If they are a white document they are patients
5. If they are pinkish document they are clients
6. Double click on the file & read through the SBAR
7. Determine what needs to be done (this is usually summarized in the assessment)
    a. Is it appropriate for an SBAR (meaning it does not need an unattended visit/visit?)
    b. If you suspect medical urgency (ex. Med/supplement reaction, emergent symptoms, etc) NOTIFY THE DOCTOR AND RESIDENTS IMMEDIATELY and include link to the SBAR
    c. Does it follow another SOP? (ex. Rx refill)
        i. If yes, complete SBAR
    d. Is it something you can confidently and legally answer?
        i. If yes, complete SBAR
    e. Does it need input from the doctor?
        i. If no, complete SBAR
        ii. If yes, gather any extra data needed and come up with a proposed resolution, then present to the doctor in SBAR meeting.
            1. Dr. Brighten will verbally provide resolution. Document this into the resolution section
                a. ***REMEMBER ONLY LICENSED MEDICAL PROFESSIONALS CAN PROVIDE MEDICAL ADVICE***
    f. If the SBAR needs additional information before it can be resolved, write a comment, tag the person who wrote the SBAR and add a * to the title.
        i. When the SBAR is updated the person updating it should remove the * from the title.
            1. Keep an eye on these as you want to make sure they are followed up on in a timely manner. The person who wrote the SBAR should

be documenting all attempts to contact the patient regarding the SBAR.

How to complete the SBAR.

1. Document the resolution as described above
    a. If the information is coming from Dr. Brighten, start the resolution with "Per Dr. Brighten…"
2. Initial, date, and time stamp at the end of the resolution.
3. Make a comment on the resolution and tag the person who wrote the SBAR
    a. Whomever created the SBAR will send the solution to the patient/client.
4. Move to the Response complete folder
    a. A simple way to move the SBAR to the response complete folder is by clicking on the folder next to the name of the SBAR and clicking on the "Response Complete" folder