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SBAR Handoff Drug-Information Request and Referral

Experiment 11 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To organise professional communication using a structured handoff.

Principle

SBAR separates Situation, Background, Assessment and Recommendation. It helps organise a concise message, but the assessment must remain within the communicator's competence and be supported by known facts.

Requirements

- Fictional unclear prescription or medicine-record discrepancy.
- SBAR sheet, telephone role-play and written referral template.

Procedure

1. Verify facts

Gather the supplied case facts and distinguish confirmed information from assumptions.

2. Situation

State who you are, which fictional case you are discussing and the immediate concern.

3. Background

Give only the relevant supplied history, medicine record and timing.

4. Assessment

Describe the discrepancy or concern and any known consequences without inventing a diagnosis.

5. Recommendation

Request a specific authorised review or clarification. Repeat back the response to confirm understanding.

6. Document

Record contact, response, action and pending follow-up. Use a clear referral note when the case requires it.

Communication Skills**Observations and Record**

SBAR element	Case statement
Situation	_____
Background	_____
Assessment	_____
Recommendation / confirmed response	_____

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- S: "I need clarification of this teaching prescription." B: "Two records show different frequencies." A: "The directions are inconsistent." R: "Please verify the intended frequency before the label is completed."

Result

Record the completed activity, the feedback received and one specific improvement demonstrated on a second attempt. Use the actual performance record rather than the worked illustration.

Precautions

- Use fictional cases and remove personal identifiers from every worksheet, recording or slide.
- Explain only the instructor-verified prescription or information supplied for the exercise. Refer uncertain clinical questions to the supervising pharmacist.
- Respect the participant's language, comfort and right to pause; obtain permission before recording.

Viva Questions and Answers**1. Does SBAR require every historical fact?**

No. Include what is relevant to the current concern.

2. Why repeat back the response?

It helps detect misunderstanding of the requested action.

3. What makes a useful recommendation?

A specific action requested from the appropriate professional.

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