

## Telephone Skills: Contacting Other Staffs

Discuss the following questions.

- What hospital communication systems are you familiar with?
- What do you think are the features of a good communication system?
- How is technology changing the way we communicate in the workplace?

Read a telephone conversation between Frances and Dr. Sinclair, an SHO and mark the following statements True or False.

Frances: Hello, is that Dr. Sinclair?

Dr. Sinclair: Yes, it is.

Frances: Oh hello, it's Frances from 8 West here. I'm calling about one of your patients, Mrs. Faisal.

Dr. Sinclair: Mrs. Faisal? Can you remind me?

Frances: Yeah, she was admitted two days ago.

Dr. Sinclair: Yeah, I remember. Isn't she in for the removal of ovarian cyst?

Frances: Yeah, that's the patient. I think she may have a UTI. She's complaining of frequency, urgency and pain when she passes urine.

Dr. Sinclair: Right. Is she febrile?

Frances: Yeah, her temp's up a bit. She's around thirty-seven point eight. She doesn't feel brilliant either-general malaise.

Dr. Sinclair: Ok. She's got frequency, urgency, pain and she's febrile. Can you take an MSU and I'll come over and write up some antibiotics.

Frances: The MSU's already done, but I'll leave the Pathology Form at the desk to be signed. Then we can send it to Pathology. I've encouraged to increase her fluid intake, too.

Dr. Sinclair: Great, thanks. I'm just on 8 East at the moment. I'll probably be up there in fifteen minutes.

Frances: Thanks. See you.

- Frances calls Dr. Sinclair to check on the results of Mrs. Faisal's urine test.
- Dr. Sinclair asks Frances to remind her about Mrs. Faisal's diagnosis.
- The doctor has decided not to prescribe antibiotics.
- A midstream urine specimen has been collected from the patient but the nurse needs the doctor to sign a Pathology Form.

Basing from the conversation above, complete the following extract.

Frances: It's Frances from eight west here. I'm (1) \_\_\_\_\_ one of your patients, Mrs. Faisal.

Dr. Sinclair: Mrs. Faisal? Can you (2) \_\_\_\_\_ ?

Frances: Yeah, she was admitted two days ago.

Dr. Sinclair: Yeah, I remember. Isn't she (3) \_\_\_\_\_ the removal of an ovarian cyst?

Frances: Yeah, that's the patient. I think she may have a UTI. She's (4) \_\_\_\_\_ frequency, urgency and pain when she passes urine.

Dr. Sinclair: Right. Is she (5) \_\_\_\_\_ ?

Frances: Yeah, her temp's (6) \_\_\_\_\_. She's around thirty-seven point eight. She doesn't feel brilliant either-general (7) \_\_\_\_\_.

Dr. Sinclair: ... Can you take an (8) \_\_\_\_\_ and I'll come over and (9) \_\_\_\_\_ some antibiotics.

Frances: The MSU's already done, but I'll leave the (10) \_\_\_\_\_ at the desk to be signed. Then we can send it to Pathology.

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