



# MAKING A REFERRAL?

Your one-stop guide to referring to  
*every speciality*



## BEFORE YOU CALL



- 1 HAVE THE NOTES IN FRONT OF YOU
- 2 LOOK AT THE RECENT OBS AND INVESTIGATIONS
- 3 KNOW **WHY** YOU'RE CALLING (E.G. ADVICE) AND WHAT YOUR **QUESTION IS**

## OPENING LINE

"HI, MY NAME IS \_\_\_\_, I'M AN ED INTERN AT CASEY. **I'M CALLING FOR PHONE ADVICE FOR A PATIENT WHO HAS NEW AF, IS NOW A GOOD TIME?"**

→ PROCEED WITH YOUR **ISBAR**

THE PATIENTS NAME IS JOHN SMITH, UR 123456

JOHN IS A 46 YR OLD MALE FROM HOME ALONE PRESENTING WITH....

**ALWAYS MAKE THE PATIENT THE CENTRE OF YOUR CONVERSATION AND SPEAK KINDLY**