

# Communication Skills for Health Unit Coordinators

**Title:** Becoming a Master Communicator

## **Recommendation**

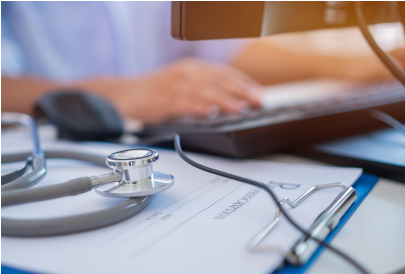

As a health unit coordinator (HUC) some of the most important skills to master are the ability to communicate effectively, prioritize tasks and transcribe orders effectively and accurately. There are numerous situations that the HUC must navigate with clear communication so as to be culturally sensitive with patients and their families, to understand and articulate to others directives from medical personnel, and processing orders.


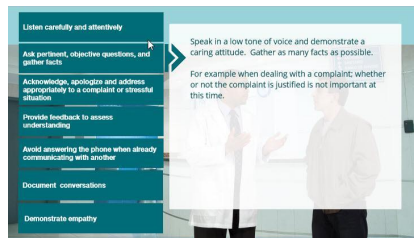
**Part 1 Activity:** Provides an overview of 'listening and feedback' skills (sender, message, receiver, encode/decode, feedback) and practice using this skills to address 2-3 simple scenarios, such as a patient with assertive behavior or does not speak English well, or staff with poor time management.

**Part 2 Activity:** Provides 2-3 scenarios that address prioritizing guidelines and where the learner identifies the best choices for communication/delegation of those priorities for a suitable resolution.

**Part 3 Activity:** Provides 2-3 scenarios that address situations in processing orders (e.g. nursing, nutrition, lab results, treatments, discharge orders) where the learner identifies strategies for communication with clarity and use of proper medical terminology.


## Becoming a Master Communicator, Part 1: Communication Skills for HUCs



Slide	On-screen Text	Narration	Images/Videos
<p>1 Welcome</p>	<p>Becoming a Master Communicator Part I: Overview of Communication Skills for HUC's</p> <p><i>"Communication seems like a simple process, however the act of communicating does not guarantee that effective communication has taken place, or that the message sent was the same as the message received."</i></p> <p>- pg. 68, LaFleur Brook's Health Unit Coordinating</p> <p>&lt;Start Activity button and the audio welcome plays&gt;</p>	<p>Welcome to the Becoming a Master Communicator activity. There are 3 parts to this activity that you will explore throughout the course.</p>	
<p>2 Hook</p>	<p>&lt;play video button&gt; &lt;after video question appears with text input box&gt;</p> <p>Describe 2-3 qualities of good communication in this exchange &lt;button to reveal some possible answers&gt;</p> <ul style="list-style-type: none"> <li>● Courteous to both patient and family member</li> <li>● Shows and explains medication doses</li> </ul>	<p>Watch this short video. If you were to describe 2-3 qualities of good communication in this exchange what would they be?</p>	<p>Video 1: <a href="https://www.storyblocks.com/video/stock/home-health-care-nurse-going-over-prescriptions-dzav6jq">https://www.storyblocks.com/video/stock/home-health-care-nurse-going-over-prescriptions-dzav6jq</a></p> 

	<ul style="list-style-type: none"> <li>• Listens to patient and confirms understanding of what was communicated</li> </ul>		
3 Introduction	<play video>	<p>As a health unit coordinator excellent communication skills are a must. You must be able to communicate accurately and efficiently to health care professionals, patients, and visitors.</p> <p>Situations can get stressful, so you also need to communicate with courtesy and remain emotionally neutral.</p>	<p><a href="https://www.storyblocks.com/video/stock/assistant-discussing-at-phone-with-patient-about-diagnosis-while-nurse-man-working-in-background-healthcare-physician-doctor-nurse-helping-with-telehealth-communication-remote-consultation-hcyhtcpkukkelzpxb">https://www.storyblocks.com/video/stock/assistant-discussing-at-phone-with-patient-about-diagnosis-while-nurse-man-working-in-background-healthcare-physician-doctor-nurse-helping-with-telehealth-communication-remote-consultation-hcyhtcpkukkelzpxb</a></p> 
4 The 7 Guidelines of Communicating	<p>Communicating and Managing Customers Select each area to learn more.</p> <ol style="list-style-type: none"> <li>1. <b>Listen carefully and attentively.</b> Listen to what is being said, not only to how it is being said. Use both attentive and empathetic listening to fully <b>understand</b> what is being said and without interrupting. Imagine if this was happening to your family member.. Avoid being distracted by a lisp, by how fast the sender is</li> </ol>	<p>Review 7 Guidelines that can help mediate conversations with a customer that can make the difference between whether a problem is solved at the nursing unit level or needs to be handled by an intermediary person.</p>	

	<p>talking, or by what the sender is wearing for instance. If the person's voice is raised or angry in tone, remember that this hostility is not being directed at you personally.</p> <p>2. <b>Ask pertinent, objective questions, and gather facts.</b>  Speak in a low tone of voice and demonstrate a caring attitude. Gather as many facts as possible. For example when dealing with a complaint; whether or not the complaint is justified is not important at this time.</p> <p>3. <b>Acknowledge, apologize and address appropriately to a complaint or stressful situation.</b>  <i>Acknowledge</i> an issue with statements like: "I understand what you're telling me" or "I understand your concern about their care. This must be difficult for you." <i>Apologize</i> for the problem: "I am sorry this is happening." Do not react defensively with a statement such as "I wasn't here yesterday" or "That's not my job." If the complaint needs the attention of a nurse, <i>address the</i></p>		
--	---	--	--

	<p><i>issue with a statement like: "I'll ask the nurse to talk with you as soon as possible." If the person appears even the least bit anxious or angry, refer him or her to the nurse immediately, because time often causes a situation to be exaggerated. Anger may be acknowledged by saying, "I can see you're angry" or something similar before referring the person to the nurse. Doing this demonstrates a caring attitude.</i></p> <p>4. <b>Provide feedback to assess understanding.</b> When assessing understanding ask clarifying questions: "I see the pain is a real concern. "Would it help if I go check with the nurse?" Repeat their words or phrases to show your comprehension of their concern</p> <p>5. <b>Avoid answering the phone when already communicating with another.</b> Delegate this task if at all possible, but if you must ask the person on the phone to hold.</p> <p>6. <b>Document conversations.</b> Document complaints or other</p>		
--	---	--	--

	<p>potentially important conversations and your responses after the conversation has ended, and relay the information to the patient's nurse as soon as possible.</p> <p>7. <b>Demonstrate empathy.</b> Think about a loved one who is very close to you and imagine yourself in the family member's or friend's place facing the same situation involving your loved one</p>		
<p>5 The 4 Components of Communication</p>	<p>The 4 Components of Communication</p> <p><b>Sender</b> The sender is the person transmitting the message</p> <p>The sender chooses (encodes) mental images, feelings, and ideas into symbols to communicate them to the receiver.</p> <p><b>Message</b> Message is the images, feelings, and ideas that are transmitted</p> <p><b>Receiver</b></p>	<p>There are 4 components of effective communication that are good to keep in mind as an HUC: sender, message, receiver and feedback. Each component can be expressed as verbal or non-verbal, such as spoken words, facial, or tone of voice. Review each component.</p>	 <p>The image contains two parts. The top part is a photograph of a doctor in a white coat talking to a patient in a hospital hallway. Overlaid on this is a diagram with 'Sender' and 'Receiver' labels and arrows for 'Message' and 'Feedback'. The bottom part is a stylized illustration of a woman in a red dress (Sender) and a man in a suit (Receiver) talking. Below this illustration is a circular diagram with 'Sender' and 'Receiver' labels and arrows for 'Message' and 'Feedback'. Text at the bottom explains: 'Sender encodes (chooses symbols to send message)' and 'Receiver decodes (interprets symbols to understand message)'. The caption reads 'Figure 5-4 The communication model'.</p>

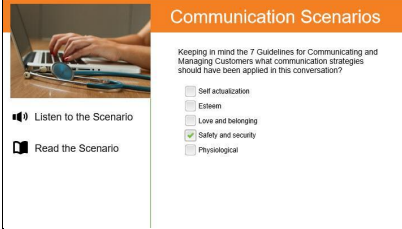
	<p>The Receiver is the person receiving the message and interprets (decodes) symbols to understand messages.</p> <p><b>Feedback</b></p> <p>Feedback is the response to the message. Feedback tells the sender how much of the message was understood; effective communication is impossible without it.</p>		
<p>5a Scenario Introduction</p>	<p>Communication Scenarios Review each scenario and determine...</p> <p>What communication guidelines <b>have been applied in the scenario</b> or <b>should have been applied in the scenario</b>?</p> <p><i>&lt;Explore Scenarios button&gt;</i></p>	<p>. &lt;no narration&gt;</p>	 <p>Instruction overlay</p>
<p>5b Scenario 1</p>	<p>In this conversation an HUC is speaking in person to a polite but concerned son, Juan, about his mom, Mrs. Garcia who is in the need of urgent care. He is worried about his Mom who looks terrible and is in pain. The son does not speak or understand English well.</p> <p><i>&lt;Listen to the conversation button&gt;</i> <i>&lt;Read the conversation button&gt;</i></p>	<p>Juan: "I'm worried about my Mom. You are not doing enough for her."</p> <p>HUD: "Hi, Juan. I'm Maria, a Health Unit Coordinator. I'm sorry to hear your mom is not doing well. I'm not the one normally assigned to your mom, Mrs. Garcia. Can you explain what is going on with her?"</p>	

		<p>Juan: " She seems in lots of pain."</p> <p>HUD: "I hear your concern about your Mom, Mrs. Garcia. Let me look into this right away.</p> <p>&lt;on phone to Nurse&gt; HUD: Hello Natalie, can you give me an update on Mrs. Garcia? When was the last time she received her pain meds?</p> <p>Nurse: Hmm...about 30 minutes ago</p> <p>&lt;back to son&gt;</p> <p>HUD: Ok, Juan... I just talked with the nurse. She said that your Mom received her pain medication about 30 minutes ago. It takes about 60 minutes or up to 1 hour before it begins working. If in about an hour your Mom still seems in pain please notify myself or the nurse and we will see that she is</p>	
--	--	---	--



		<p>comfortable. Does that sound OK to you?</p> <p>Juan: Yes, in one hour check with you.</p> <p>HUD: Yes, myself or the nurse. At around 10:30, one hour from now.</p>							
<p>5c Scenario 1 Knowledge Check</p>	<p>Match the communication guideline to the example presented in the scenario</p> <table border="1" data-bbox="478 711 1073 1334"> <tr> <td data-bbox="478 711 779 878"> <p>Ask pertinent, objective questions, and gather facts</p> </td> <td data-bbox="779 711 1073 878"> <p>Can you explain what is going on with her?</p> </td> </tr> <tr> <td data-bbox="478 878 779 1089"> <p>Acknowledge, apologize and address appropriately</p> </td> <td data-bbox="779 878 1073 1089"> <p>I'm sorry to hear your mom is not doing well.</p> </td> </tr> <tr> <td data-bbox="478 1089 779 1334"> <p>Provide feedback to assess understanding</p> </td> <td data-bbox="779 1089 1073 1334"> <p>Does that sound OK to you?</p> </td> </tr> </table>	<p>Ask pertinent, objective questions, and gather facts</p>	<p>Can you explain what is going on with her?</p>	<p>Acknowledge, apologize and address appropriately</p>	<p>I'm sorry to hear your mom is not doing well.</p>	<p>Provide feedback to assess understanding</p>	<p>Does that sound OK to you?</p>	<p>&lt;no narration&gt;</p>	<p>&lt;scamble answers&gt;</p>
<p>Ask pertinent, objective questions, and gather facts</p>	<p>Can you explain what is going on with her?</p>								
<p>Acknowledge, apologize and address appropriately</p>	<p>I'm sorry to hear your mom is not doing well.</p>								
<p>Provide feedback to assess understanding</p>	<p>Does that sound OK to you?</p>								

	Demonstrate empathy	I hear your concern about your Mom.		
5d Scenario 1 Feedback	<p data-bbox="478 391 915 418">&lt;Review the 7 Guidelines button&gt;</p> <p data-bbox="478 488 1031 634">Here are the best matches to each communication guideline. In addition, the guideline <b>listen carefully and attentively</b> was also demonstrated.</p> <p data-bbox="478 727 1010 797"><b>Ask pertinent, objective questions, and gather facts</b> Can you explain what is going on with her?</p> <p data-bbox="478 889 1062 995"><b>Acknowledge, apologize and address appropriately</b> I'm sorry to hear your mom is not doing well.</p> <p data-bbox="478 1049 1058 1114"><b>Provide feedback to assess understanding</b> Does that sound OK to you?</p> <p data-bbox="478 1167 968 1235"><b>Demonstrate empathy</b> I hear your concern about your Mom.</p>			

<p>6a Scenario 2</p>	<p>In this scenario an HUC, Don, is talking on the phone with a stressed family member, Patricia, who lives out of state about the treatment of her parent, Mr. Winslow. . Patricia doesn't think her parent is getting enough therapy and she wants more. She is raising her voice and has threatened to call a lawyer if the hospital doesn't give some attention to the situation.</p> <p>&lt;Listen to the conversation button&gt; &lt;Read the conversation button&gt;</p>	<p>HUD: "Patricia, Don here... your mom's HUC. I can hear you are getting pretty stressed out about this situation. Perhaps you should sit down, take a deep breath."</p> <p>Patricia: "Listen... can you fix this issue for my father or not?"</p> <p>HUD: "Well, this is the first time I've heard of this problem. I'll need to look into Mr Winslow's records to see if his therapy has been as prescribed. "</p> <p>Patricia: "I don't care what your records say. He needs more care now. Do I need to reach out to my lawyer?"</p> <p>HUD: "Ummm... no... I wouldn't do that..."</p>	
<p>6b Scenario 2 Knowledge Check</p>	<p>Keeping in mind the 7 Guidelines for Communicating and Managing Customers what communication strategies <b>should have been applied</b> in this conversation?</p> <ul style="list-style-type: none"> <li>• <b>Suspending judgement</b></li> </ul>	<p>&lt;no narration&gt;</p>	

	<ul style="list-style-type: none"><li>● <b>Listening to what is being said not how it is being said</b></li><li>● Imagining the non-verbal clues that the sender might be conveying</li><li>● Going with the gut based on own's values and beliefs</li></ul>		
--	--	--	--

6c Scenario 2  
Feedback

**Suspending judgement**

This is a good strategy. This tactic helps prevent misunderstandings and is a demonstration of empathy with the intent to understand. It's not our job to judge.

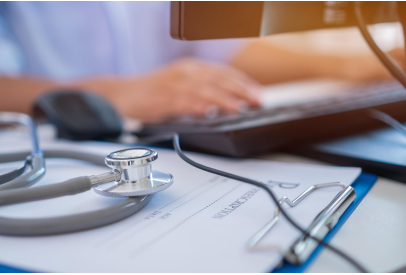
<b>Not So Good Example</b>	<b>Better Example</b>
I can hear you are getting pretty stressed out about this situation.	"I am so sorry you have to worry about this during a time when your mom needs help".

**Listening to what is being said, not how it's said**


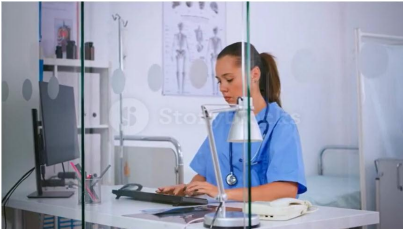
This is a good strategy. What is being said can be overshadowed by the approach a communicator uses. Try not to respond to how it is being said. For example: people who are afraid may appear angry.

<b>Not So Good Example</b>	<b>Better Example</b>
----------------------------	-----------------------


	<p>Listen... can you fix this issue for my father or not?"          HUD: "Well, this is the first time I've heard of this problem"</p>	<p>"I can hear your concern for her in your voice."</p>		
<p><b>Go with your gut and your values</b>          This is not the best strategy.          In medicine our values are not what matters usually. It is the patient's values that matter.</p>				
	<p><b>Not So Good Example</b></p> <p>"Ummm... no... I wouldn't do that..."</p>	<p><b>Better Example</b></p> <p>"I can definitely connect you with the therapists who are treating your mom. I can also look at their notes to see how often she is being seen. Would that be a step in the right direction?"</p>		

	<p><b>Imagine non-verbal clues that the sender might be conveying</b></p> <p>This is not the best strategy. Your focus is on what is being said, particularly when conversing via a phone conversation.</p>		
Conclusion	<p>Congratulations! You have completed Becoming a Master Communicator, Part 1: The 4 Communication Components</p>	<no narration>	

## Becoming a Master Communicator, Part 2: Communication for Prioritization and Delegation Scenarios

Slide	On-screen Text	Narration	Images/Videos
1 Welcome	Becoming a Master Communicator Part 2: Communication for Prioritization and Delegation Scenarios	<none>	
2 Hook	<show video>	<p>You have a busy day ahead of you and you're starting to feel a bit stressed about getting everything done. What do you do?</p> <ul style="list-style-type: none"> <li>• Since you know what needs to get done, prioritize tasks, put your head down and do it.</li> </ul> <p>or...</p> <ul style="list-style-type: none"> <li>• Use your communication skills to effectively delegate priority tasks to others</li> </ul> <p>The ability to effectively multitask is a key skill for an HUC, as is the ability to identify the priority of a task over another and use effective communication and interpersonal skills to delegate those tasks.</p>	 <p><a href="https://www.storyblocks.com/video/stock/healthcare-physician-answering-phone-calls-from-patient-in-hospital-checking-appointment-medical-receptionist-in-medicine-uniform-doctor-nurse-assistant-helping-with-telehealth-communication-hcgv43fldkk9term">https://www.storyblocks.com/video/stock/healthcare-physician-answering-phone-calls-from-patient-in-hospital-checking-appointment-medical-receptionist-in-medicine-uniform-doctor-nurse-assistant-helping-with-telehealth-communication-hcgv43fldkk9term</a></p>



<p>Scenario Introduction</p>	<p>Communication Scenarios Review each scenario and determine...</p> <ol style="list-style-type: none"> <li>1. What is the priority of the tasks from high to low? Consider how they can be delegated.</li> <li>2. What communication method is best used to communicate or delegate the tasks?</li> </ol> <p>&lt;Explore Scenarios button&gt;</p>	<p>In the following scenarios, order the priority of tasks and then consider the best method to use to communicate or delegate the tasks.</p>	
<p>Scenario 1 Knowledge Check</p>	<p>You just started your shift and there are already 3 things that need to be dealt with straightaway. Drag each item into the best prioritization.</p> <ul style="list-style-type: none"> <li>• A fellow colleague is stressing out because the HIMS is down and she can't complete her routine patient status reports</li> <li>• A nurse rushes in the room asking for the stat laboratory results for a patient in a medical crisis</li> <li>• The unit wireless device is ringing.</li> </ul>	<p>&lt;no narration&gt;</p>	

	<p><i>&lt;Review a list of the Usual Priority of Health Unit Coordinator Tasks from the Resources tab in the upper right&gt;</i></p>		
HUD Priority Tasks	<p><b>The Usual Priority of Health Unit Coordinator Tasks</b></p> <ol style="list-style-type: none"> <li>1. Orders involving a patient in a medical crisis; these always take precedence over all other tasks</li> <li>2. Notifying the patient's nurse and doctor of stat laboratory results</li> <li>3. Ordering and/or transcribing stat orders</li> <li>4. Answering a nursing unit wireless device or nursing unit telephone (preferably before the third ring)</li> <li>5. Communicating a telephoned message to the nurse that the surgery department is ready to pick up a patient for surgery or bring back a patient from surgery or that a patient is out of surgery and is in recovery</li> <li>6. Monitoring or transcribing preoperative and postoperative orders</li> <li>7. Monitoring or transcribing new admission orders and daily routine</li> </ol>	<no narration>	<create a PDF job aid resource>


	<p>orders</p> <p>8. Monitoring or transcribing discharge and transfer orders, so that clerical work can be processed by the time the patient is ready to leave or be transferred</p> <p>9. Performing additional and routine tasks.</p> <p><i>Gillingham, Elaine A.; Seibel, Monica Wadsworth. LaFleur Brooks' Health Unit Coordinating - E-Book (p. 110). Elsevier Health Sciences. Kindle Edition.</i></p>		
<p>Scenario 1 Question 1 Feedback</p>	<p>&lt;correct answer&gt;</p> <ol style="list-style-type: none"> <li>1. A nurse rushes in the room asking for the stat laboratory results for a patient in a medical crisis</li> <li>2. The unit wireless device is ringing.</li> <li>3. A fellow HUC is stressing out because the HIMS is down and she can't complete her routine patient status reports</li> </ol> <p>Tasks 1 and 2 are both high-priority. Delegate and have/request the fellow</p>	<p>&lt;no narration&gt;</p>	

	HUC who is stressing about the HIMS being down to jump in and take care of one of the tasks while you handle the other.		
Scenario 1 Question 2	<p>Which one communication skill would you employ for the most efficient resolution to the previous events?</p> <ul style="list-style-type: none"> <li>● <b>employ an assertive behavioral style</b></li> <li>● employ effective listening skills</li> <li>● employ intercultural communication skills</li> </ul>	<no narration>	
Scenario 1 Question 2 Feedback	<p><b>Employ an assertive behavioral style</b> This is a good strategy. Assertive communication creates a 'you win/I win' conclusion or a workable compromise</p> <p><b>Employ effective listening skills</b> This is not the best strategy for this situation. While using good listening to understand is important overall, this situation requires action to resolve imminent issues.</p>	<no narration>	


	<p><b>Employ intercultural skills</b></p> <p>This is not the best strategy for this situation.</p> <p>It is important to employ intercultural skills with a desire to understand. In this situation taking action to resolve two imminent situations is the most pressing need.</p>		
<p>Scenario 2 Knowledge Check</p>	<p>You are alone on the unit when:</p> <ul style="list-style-type: none"> <li>● A new admission arrives on your unit and you need to transcribe orders</li> <li>● A patient needs orders transcribed as they are being transferred to the ICU right now.</li> <li>● You get notification from the RN that his/her patient is ready to be brought back from surgery</li> <li>● The fax machine goes off with a diagnostic testing report for a patient on your unit that the MD wants a phone call with results ASAP.</li> </ul> <p>Drag each item into the best prioritization.</p>	<p>&lt;no narration&gt;</p>	

	<Review a list of the Usual Priority of Health Unit Coordinator Tasks>		
Scenario 2 Question 1 Feedback	<ol style="list-style-type: none"> <li>1. <b>A patient needs orders transcribed as they are being transferred to the ICU right now</b> This constitutes an emergency situation and moves it to the top of your list</li> <li>2. <b>The fax machine goes off with a diagnostic testing report for a patient on your unit that the MD wants a phone call with results ASAP</b> When the request is ASAP it is the same as STAT.</li> <li>3. <b>You get notification from the RN that his/her patient is ready to be brought back from surgery</b> Patients need careful monitoring after surgeries and need to go back to the unit who will monitor them ASAP, in case they have complications that develop.</li> <li>4. <b>A new admission arrives on your unit and you need to transcribe orders</b></li> </ol>	<no narration>	


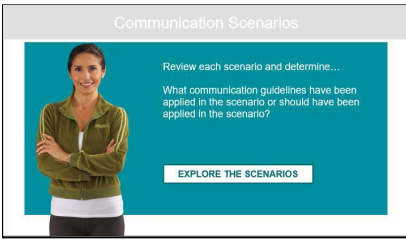
	<p>Transcribing new admission orders is of less importance and falls to the bottom of your list here. You will do this as soon you complete the other tasks above.</p>		
<p>Scenario 2 Question 2</p>	<p><i>Which communication skill would you employ for the most efficient resolution to these events?</i></p> <ul style="list-style-type: none"> <li>● <b>employ an assertive behavioral style</b></li> <li>● employ effective listening skills</li> <li>● employ empathy</li> </ul>	<no narration>	
<p>Scenario 2 Question 2 Feedback</p>	<p><b>Employ an assertive behavioral style</b> This is a good strategy. Assertive communication creates a 'you win/I win' conclusion or a workable compromise</p> <p><b>Employ effective listening skills</b> This is not the best strategy for this situation. While using good listening to understand is important overall, this situation requires action to resolve imminent issues.</p>	<no narration>	

	<p><b>Employ empathy</b></p> <p>This is not the best strategy for this situation. While a critical skill in calming down a patient or loved one, this situation requires action to resolve imminent issues.</p>		
Conclusion	<p>Congratulations! You have completed Becoming a Master Communicator, Part 2: Communication for Prioritization and Delegation Scenarios</p>		

**Becoming a Master Communicator, Part 3: Processing Orders Scenarios**

Slide	On-screen Text	Narration	Images/Videos
1 Welcome	<p>Becoming a Master Communicator Part 3: Processing Orders</p>	<none>	



<p>2 Hook</p>	<p>&lt;show video&gt;</p>	<p>As an HUC, processing orders from and to medical staff with clarity and use of proper medical terminology is a day to day activity. Let's explore some scenarios that identify strategies for effective communication and interpersonal behavior considerations of various orders related to medication, nutritional care, laboratory or diagnostic.</p>	 <p><a href="https://www.storyblocks.com/video/stock/male-doctor-explaining-a-medical-procedure-to-a-female-patient-in-an-exam-room-while-a-male-nurse-or-assistant-records-data-on-a-digital-tablet-rjrgr93i4jswi98xy">https://www.storyblocks.com/video/stock/male-doctor-explaining-a-medical-procedure-to-a-female-patient-in-an-exam-room-while-a-male-nurse-or-assistant-records-data-on-a-digital-tablet-rjrgr93i4jswi98xy</a></p>
<p>Scenario Introduction</p>	<p>Communication Scenarios Review the scenario and identify the best task list to transcribe a set of orders.</p> <p>&lt;Explore Scenarios button&gt;</p>	<p>&lt;no narration&gt;</p>	
<p>Scenario 1 Knowledge Check</p>	<p>Prescription:</p> <p>XRay R knee (A/P lateral) Tylenol 800MG Q 8 hrs STAT CT scan of skull</p> <p>Drag and drop the the tasks in the most proper order.</p>	<p>You work in a Skilled Nursing Facility with a paper medical record. They do not have diagnostic testing in house or a pharmacy in house. A set of handwritten orders has come across your desk for transcription.</p>	<p>Create an image of a prescription pad with the handwritten orders.</p> <p>Scramble the answers.</p>

	<ul style="list-style-type: none"> <li>● Read all orders</li> <li>● Order medication/s from the pharmacy: send MD order sheet for Tylenol</li> <li>● Complete STAT orders: fill out a request form for a portable CT scan</li> <li>● Order diagnostic tests: Call for CT scan and portable XRay of the R knee + form</li> <li>● Complete medication orders by writing them on the Medication administration record</li> <li>● Recheck each step for accuracy</li> <li>● Sign off</li> </ul> <p>&lt;Review the 10 Steps of Transcription&gt;</p>	<p>&lt;show prescription pad&gt;</p> <p>Using the ten steps of transcription, place these tasks in order to correctly transcribe them.</p>	
<p>The 10 Steps of Transcription</p>	<p><b>The 10 Steps of Transcription</b></p> <ol style="list-style-type: none"> <li>1. Read the complete set of doctor's orders.</li> <li>2. Order medications by sending or faxing the pharmacy copy of the doctors' order sheet to the pharmacy department.</li> <li>3. Complete all stat orders.</li> <li>4. Place telephone calls as necessary to complete the doctor's orders.</li> <li>5. Select the patient's identifying information (e.g., name, account</li> </ol>	<p>&lt;no narration&gt;</p>	<p>&lt;pdf job aid to go in resources&gt;</p>

	<p>number) from the census on the computer screen, or collect all necessary forms.</p> <ol style="list-style-type: none"><li>6. Order diagnostic tests, treatments, and supplies</li><li>7. Kardex all the doctor's orders except medication orders</li><li>8. Complete medication orders by writing them on the MAR.</li><li>9. Recheck each step for accuracy and thoroughness.</li><li>10. Sign off the completed set of the doctor's orders.</li></ol> <p><i>Gillingham, Elaine A.; Seibel, Monica Wadsworth. LaFleur Brooks' Health Unit Coordinating - E-Book (p. 153). Elsevier Health Sciences. Kindle Edition.</i></p>		
--	---	--	--

<p>Scenario 1 Feedback</p>	<p>The correct order for transcription. How close were you with your answer?</p> <ol style="list-style-type: none"> <li>1. Read all orders</li> <li>2. Order medication/s from the pharmacy: send MD order sheet for Tylenol</li> <li>3. Complete STAT orders: fill out a request for m for a portable CT scan</li> <li>4. Order diagnostic tests: Call for CT scan and portable XRay of the R knee + form</li> <li>5. Complete medication orders by writing them on the Medication administration record</li> <li>6. Recheck each step for accuracy</li> <li>7. Sign off</li> </ol>	<p>&lt;no narration&gt;</p>	
<p>Scenario 2 Knowledge Check</p>	<p>Dr Brown calls and wants his patient discharged to Home health this afternoon</p> <p>Dr Brown also ordered a repeat X-ray of the chest before the patient leaves this afternoon</p> <p>Dr Brown added Tylenol 600 mg Q8H PRN</p>	<p>Keeping in mind the ten steps of order transcription, the following situations arise on your unit, within 3 minutes of each other. Place them in order of priority.</p>	<p>&lt;scamble answers&gt;</p>

	<p>Another physician arrives at your station and requests a repeat BP reading on two of his patients Stat</p> <p>You page the assigned CNA take the repeat BP readings</p>		
<p>Scenario 1 Feedback</p>	<p>Here is the most appropriate order. How did you do?</p> <p><b>1.</b> Dr Brown added Tylenol 600 mg Q8H PRN</p> <p>Step: Order meds from the pharmacy</p> <p><b>2.</b> Another physician arrives at your station and requests a repeat BP reading on two of his patients Stat</p> <p>Step: complete stat orders</p> <p><b>3or4.</b> Dr Brown calls and wants his patient discharged to Home health this afternoon</p> <p>Step: This step could be 3 or 4 in the order. Call all departments who will help in preparation of discharge</p> <p><b>3or4.</b> You page the assigned CNA take the</p>		

	<p>repeat BP readings</p> <p>Step: This step could be 3 or 4 in the order. Call all departments needed, because the stat order cannot be completed without the CNA input</p> <p><b>5.</b> Dr Brown also ordered a repeat X-ray of the chest before the patient leaves this afternoon</p> <p>Step: Order diagnostic tests, because it needs to happen today but is not written as stat</p>		
<p>Conclusion</p>	<p>Congratulations! You have completed Becoming a Master Communicator, Part 3: Processing Orders Scenarios</p>	<p>&lt;no narration&gt;</p>	