**TO:         D-H Providers, Residents and Fellows, D-H Nursing**

**FROM: Abigail A. Johnston, Laboratory Medicine Operations Manager**

**Michelle R. Gour, Phlebotomy Supervisor**

**Date:     Thursday, April 6, 2023**

**Re:         SBAR – Inpatient Phlebotomy Paging**

**Situation**:

There is an issue with pages getting through to inpatient phlebotomy since their move into the new patient pavilion.

**Background**:

Since 4/5/23, inpatient phlebotomy is based in their new space in the patient pavilion. When staff are physically in the new space, pages are not going through. When staff are on floors drawing patients, pages are coming through as expected.

**Assessment**:

When paging inpatient phlebotomy, if no response is received after first page call 5-8735 (new pavilion space phone number). This office is only used in between patient draws – if a phlebotomist is on a draw, they will receive pages per normal.

**Recommendation**:

Utilize the “page first, call second” workflow until communication issue is resolved. Anticipate resolution early next week – a follow-up SBAR will be released when resolved.

If you have questions or concerns about inpatient phlebotomy please call the phlebotomy supervisor at 603-653-3951 or email [Michelle.R.Gour@hitchcock.org](mailto:Michelle.R.Gour@hitchcock.org)