**OSCE: Difficult telephone referral 1**

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| **Item** | **1 point: partly addressed** | **2 points: addressed fully** |
| **General points** | x | x |
| Introduces self |  | x |
| Checks identity & Speciality & that they are on call |  |  |
| States that they are calling to refer a patient |  | x |
| Offers /gives patient name, DOB & hospital number |  | x |
| Gives CONCISE history of accident, exam, Ix (xray findings) and reason for referral using logical structure (eg SBAR). |  |  |
| Deals politely with interruption, waits, resumes history |  | x |
| When SHO refuses patient, asks them to explain why not |  | x |
| Allows SHO to give reasons, without interruptions |  |  |
| Asks SHO to look at the x-ray |  |  |
| Remains consistent regarding referral & refusal to manipulate fracture in ED |  |  |
| Offers to assist in other ways, eg send child to ward to await review, send bloods. |  |  |
| Offers to discuss with Ortho Registrar/ED Senior to clarify management |  | x |
| Remains calm and polite throughout |  |  |
| Summarises & closes interview appropriately |  |  |
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|  |  |  |
| Global score from examiner (out of 5) |  |  |
| Global score from actor (out of 5). |  |  |