

# Documentation & Reporting



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# REPORTS



Takes place when two or more people share information about client care, either face to face or by telephone.

- ❖ Reports are oral, written, or audio taped exchanges of information among caregivers.
- ❖ Common reports given by nurses include **change-of shift reports, telephone reports, telephone orders, hand-off reports (transfer reports), and incident reports.**
- ❖ A health care provider calls a nursing unit to receive a verbal report on a patient's condition.

# REPORTS



- ❖ The laboratory submits a written report providing the results of diagnostic tests and often notifies the nurse by telephone if results are critical.
- ❖ Team members communicate information through discussions or conferences.
  - For example, a discharge planning conference involves members of all disciplines (e.g., nursing, social work, dietary, medicine, and physical therapy) who meet to discuss the patient's progress toward established discharge goals.

# TYPES OF REPORTS



- ❖ **change – of – shift reports or endorsement**
  - for continuity of care.
  - it is based on health care needs of the client.
  - it is not mere reciting the content of the kardex.

# TYPES OF REPORTS

## ❖ Telephone reports

- provide clear accurate and concise information
- the nurse documents telephone report by including the following information:
  - when the call was made
  - who made the call/report
  - who was called
  - to whom information was given
  - what information was given
  - what information was received



# TYPES OF REPORTS



## ❖ Telephone Orders

- Only RN's may receive telephone orders
- The order need to be verified by reporting it clearly and precisely.
- The order should be countersigned by the physician who made the order within the prescribed period of time (within 24 hours)

# TYPES OF REPORTS



## ❖ **Transfer Reports**

➤ this is done when transferring a client from unit to another.

## ❖ **Incident Reports or occurrence reports**

➤ Used to document any unusual occurrence or accident in the delivery of client care.

**THANK YOU  
STAY BLESSED**

