



# CorCare: Communication Quick Reference Tools

Table 1: Quick Reference Tools provides guidance on selecting the appropriate communication method based on the urgency of patient care needs. This ensures timely, consistent, and safe information sharing across the care team.

Mode of Communication	Routine	High	Urgent
Secure Chat	✓	Do not use	Do not use
Secure Chat – important priority**	Do not use	✓**	Do not use
Secure Chat – urgent priority**	Do not use	Do not use	✓**
In Basket – staff message	✓	Do not use	Do not use
Sticky Note	Do not use	Do not use	Do not use
Handoff Note	✓	Do not use	Do not use
Verbal – in-person	✓	✓	✓
Verbal – phone call	Do not use	✓	✓
Page	Do not use	✓	✓
Email	Do not use	Do not use	Do not use
Personal text message	Do not use	Do not use	Do not use

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\*\* Organizational policy may dictate alternate communication expectations and escalation steps for specific care situations. Truly emergent events (e.g., arrest, active hemorrhage, airway compromise), phone or in-person escalation is recommended.

## Priority Definitions

**Routine** Use for non-urgent patient situations and information that does not require immediate action and may or may-not require a response (e.g., non-critical vitals, normal lab results).

**High** Use when timely attention is required but the situation is not yet emergent, a response is required (e.g., abnormal lab values, pending discharge).

**Urgent** Use for situations requiring immediate attention and real-time action, these communications will interrupt the recipient and require a confirmation (e.g., critical lab values, patient deterioration).

