

When information is transferred...

- 1** → **Sender initiates** communication using Receiver's Name. Sender provides an order, request or information to Receiver in a clear and concise format.
- 2** ← **Receiver acknowledges** receipt by a repeat-back of the order, request, or information.
- 3** → **Sender acknowledges** the accuracy of the repeat-back by saying "That's correct!" If not correct, Sender repeats the communication.

**3-Way Read Back** is the same as a **3-Way Repeat Back**, BUT...the receiver writes down the information and reads it back.

Always Read-Back:

- Orders given over the phone
- Critical information (such as critical labs)
- Any information that needs to be added to a patient's medical record
- Any information that needs to be passed to another individual



"OH I DON'T MIND THE JOGGING, BUT I THINK YOU TRICKED ME. WHEN YOU ASKED IF I WANTED TO EXERCISE, I THOUGHT YOU SAID, **EXTRA FRIES!**"

**A Safety & Reliability Phrase: "Let me repeat that back..."**