

How to call for emergency help from the Rapid Response Team

You can directly call for a **RAPID RESPONSE** by dialling **444** from your bedside phone.

We encourage you to first speak with your treating nurse who may be able to resolve your concerns.

Will I offend staff if I **REACH** out for help?

No. All staff at the Mater support patient and carer involvement. You know best how you feel or how your loved one usually behaves.

We also encourage you to raise your concerns with us during times of handover between staff shifts.

We want to work together with you to create the best experience for you and your loved ones.

REACH

OUT TO US, together we make a great team!



Are you worried about a recent change in your condition or that of your loved one?

REACH
OUT TO US



Mater Hospital

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What is **REACH**?

At the Mater we aim to meet all your clinical concerns, but we understand that you know yourself or your loved one best.

This is why we want you to let us know if you notice a worrying change.

R.E.A.C.H. is a series of steps that will help you share your concerns with us.



REACH

is a safety net that will help you alert us to issues that have not yet been addressed or acted upon by staff.

The letters in **R.E.A.C.H.** will remind you of the steps you can take to participate in your care or in the care of a loved one.

R

Recognise a deterioration

E

Engage – talk with your nurse

A

Act if you are still concerned

C

Call for help

H

Help is on its way

REACH in practice

Are you worried about a change in your condition?

Talk to your nurse

if still concerned

Ask for a review by the ward doctor

if still concerned

**Medical Emergency
dial 444 for the
Rapid Response Team**