

## 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 midwife 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!**

The R.E.A.C.H. program was developed by the NSW Clinical Excellence Commission and adapted by The Mater Hospital, with permission.



CLINICAL  
EXCELLENCE  
COMMISSION



MATER HOSPITAL  
A FACILITY OF  
ST VINCENT'S  
HEALTH AUSTRALIA

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 **R E A C H**?

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.



## **R E A C H**

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 midwife
- A** Act if you are still concerned
- C** Call for help
- H** Help is on its way

## **R E A C H** in practice

**STEP 1**  
Talk to your midwife about your concerns

if still  
concerned

**STEP 2**  
Ask to see the Nurse Unit Manager or Team Leader – tell them your concerns and ask for a Clinical Review Call with the Ward Doctor

if still  
concerned

**STEP 3**  
Rapid Response Team – dial 444 from your bedside phone  
This is an automated number dial, listen for the response, then hang up.  
Help will be with you within 10 minutes.