

Are you worried?

If you think someone is getting sicker and no one seems to be noticing, follow these steps

1

Tell the nurse or doctor your worries.

2

If they do not help you, ask the nurse in charge for a clinical review. This is when a nurse or doctor has to come to check you or the condition of the person you care for. This should happen within 30 minutes.

3

If you are still worried, make a R.E.A.C.H. call to the emergency team. You can use the bedside phone or ask for a ward phone. Your nurse will show you which ward phone to use or can help you make the call.

Your R.E.A.C.H. number is:

Phone

Hospital

Remember: Speak to your nurse or doctor first. They may be able to help with your worries.

What is R.E.A.C.H.?

R.E.A.C.H. is a system for patients, their families and carers to raise their worries with staff about changes in a patient's condition.

We know you know yourself or the person you care for best.

How does it work?

You may recognise a worrying change or have a serious concern about your condition, or in the person you care for.



If you do, speak to the nurse or doctor. Tell them your worries.



If they do not help you with your worries or the condition is getting worse then ask to speak to the Nurse in Charge.

Ask for a "Clinical Review". This should happen within 30 minutes.



If you are still worried make a R.E.A.C.H. phone call to the Emergency Team. Call the number on the other side of this page. You can use the bedside phone or ask for a ward phone.



A nurse or doctor will follow up with you shortly to review your worries.

How do I call the emergency team?

You can make the call yourself as a patient, family member or carer, or you can ask a staff member (e.g. Aboriginal liaison officer) to make the call for you.

MAKING THE R.E.A.C.H. PHONE CALL

Tell the operator:

- ☐ Who you are – a patient, family member or carer
- ☐ That you are making a R.E.A.C.H. call
- ☐ The name of the ward
- ☐ The bed number you, or the person you care for, is in.

Will I offend staff if I make a R.E.A.C.H. call?

No. We want patients, carers and families to be involved. We want to work together so you or the person you care for has the best possible hospital experience.

What if I have questions about this information?

Please speak with your nurse, doctor, local Aboriginal health worker or Aboriginal liaison officer.



R.E.A.C.H. was developed by the NSW Clinical Excellence Commission

The artwork is called 'Health Custodian' and was created by Jasmine Sarin for the Clinical Excellence Commission. Jasmine is a proud Kamilaroi and Jerrinja woman from New South Wales.

**With your help together we can
be a great team.**