

How do I call for a clinical review?

In this facility you can directly call a senior nurse to request a Clinical Review by calling **07 4153 9409** on your bedside phone or ask for the ward phone.

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

Will I offend staff if I R.E.A.C.H. out?

No. Staff in this facility support patient and carer involvement. You know 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 you to work with us to create the best experience for you or your loved ones.

R.E.A.C.H.
out to us because
together we make
a great team.

Administration office hours:

Monday to Thursday

8 am – 5 pm

Friday

8 am – 4 pm

Weekends and public holidays

Closed

Visiting hours:


10 am – 8 pm daily


For information 24 hours a day, please call

07 4153 9539 or visit materhealth.org.au

Mater Private Hospital Bundaberg

 313 Bourbong Street, Bundaberg Qld 4670

 07 4153 9539

 07 4153 9496

 materbundaberg@mercycq.com

Mater acknowledges the people and the Elders of the Aboriginal and Torres Strait Islander Nations who are the Traditional Owners of the land and seas of Australia.

We acknowledge consumer consultation in the development of this patient information. ORG PI 02 V1
Last consumer review 07/07/2020

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Escalation of care

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

R.E.A.C.H. out to us

Escalating care for your loved one

Mater Private Hospital Bundaberg is committed to patient safety and high quality care.

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

We know 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 communication process which will help you share your concerns with us.

R.E.A.C.H. will help with worrying concerns that have not been addressed or acted on by staff.

What does R.E.A.C.H. stand for?

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

It has been formed from the initial letters of these steps:



R.E.A.C.H. in practice

Here at Mater Private Hospital Bundaberg, we believe you and your family are an important part of the health care team.

Please follow the below steps if you are concerned in any way:

STEP 1.

You may **recognise** a worrying change, in your loved one's condition or, if you are the patient, you may recognise a worrying change in yourself.

STEP 2.

If you do recognise a worrying change, **engage** with the nurse or doctor looking after your loved one or you. Tell the nurse your concerns.

STEP 3.

If your concern is not responded to, or you or your loved one is getting worse, **act**. Ask to speak to the nurse in charge and request a review.

STEP 4.

If you are still concerned **call** the Nurse Unit Manager or After Hours Nurse Manager on **07 4153 9409**.

STEP 5.

Help is on the way.