

Attention patients, families, and carers

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

R

Recognise

Recognise—You may recognise a worrying change in your condition, or in the person you care for.

E

Engage

Engage—talk with the nurse or doctor, tell them your concerns.

A

Act

Act—ask the nurse in charge for a clinical review. This should occur within 30 minutes.

C

Call

Call—if you are still worried call R.E.A.C.H. You can use your bedside phone or ask for a ward phone.

H

Help

Help—call R.E.A.C.H. on extension **5000**. Help is on its way.

We know that you know yourself and your loved one best. **R.E.A.C.H.** out to us if you are worried. Together we make a great team.

For more information visit materhealth.org.au

* R.E.A.C.H. is the equivalent to Ryan's Rule as used by Queensland Health.



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

We know you know yourself and your loved ones best and will recognise when something is not right. This is why we want you to let us know if you have a serious concern about your, or your loved one's condition or if you notice a worrying change.

R.E.A.C.H. is a patient and family activated rapid response model.

How does it work?

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



If you do, speak to the nurse or doctor. Tell them your concerns. We call this **engaging** with our clinicians.



If they do not help you with your concerns or the condition is getting worse then **act**. Ask to speak to the Nurse in Charge. Ask for a "Clinical Review". This should occur within 30 minutes.



If you are still concerned you can **call** the R.E.A.C.H. Team on **5000**. You can use the bedside phone or ask for a ward phone.



Help will be on its way.

How do I call the Emergency Team?

Firstly speak to the nurse, doctor and the nurse in charge. They may be able to help you. If you still feel worried, call the number on the other side of the page. Use your bedside phone or ask for a ward phone.

Making the call

Tell the operator:

- Who you are – a patient, family member or carer or tell them the name of the patient
- That you need 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. Work with us to create the best experience for you or the person you care for during the hospital stay.

Notes

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