

Are you worried about a change in your child's condition?



If yes... tell someone right away

If you are still worried that your child needs more help you should follow these steps:

1

Speak to your nurse or the nurse in charge. Tell them why you're worried and ask them to look at your child.

2

If you are still worried and want a doctor to look at your child, ask your nurse to call for a 'Clinical Review'.

3

If the doctor has seen your child but you're still very worried, call 'R.E.A.C.H.' on 5000

Children and babies don't have a voice.

You know them better than anyone else and are their voice.



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

We know you know your child 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 child'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 the condition of your child, or a child in your care.



If you do **1. engage** (talk) to the nurse or doctor who is looking after your child, or the child in your care. Tell them your concerns.



If your concern is not responded to or you are worried that your child is getting worse **2. act**. Ask to speak to the Nurse in Charge and request a 'Clinical Review'. This should occur within 20 minutes.



If you are still concerned you can **3. 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.

Extending the safety net further

Visit the Clinical Excellence Commission website cec.health.nsw.gov.au to learn more of Kyran's story.

Notes

Mater Private Hospital Mackay

 76 Willetts Road
North Mackay Qld 4740
 07 4965 5000

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