

HOW DO I MAKE A R.E.A.C.H. CALL?

At Royal Prince Alfred Hospital you can request a **R.E.A.C.H** call by **dialling 234** on the patient's bedside phone.

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

WILL I UPSET STAFF IF I USE R.E.A.C.H?

Staff are happy to support patients, family and carers. We understand that you and your carers know you best and we would like to work with you to create the best experience for you.

PLEASE REMEMBER

You, your carer, family and friends are an important part of the health care team.

If you have noticed a recent change and you are worried, speak with your nurse. You have the right to ask for a **R.E.A.C.H** call.

WHAT DOES R.E.A.C.H STAND FOR?

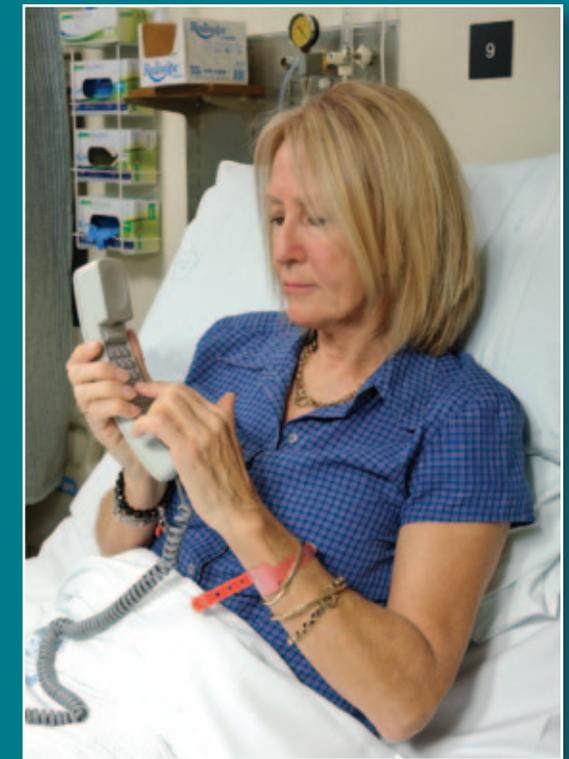
The letters **R.E.A.C.H** will remind you of the steps you or your carers can take to be involved in your care if you are worried about a recent change in condition.

- R** Recognise
- E** Engage
- A** Act
- C** Call
- H** Help is on its way

R.E.A.C.H. is an initiative of the Clinical Excellence Commission's Partnering With Patients Program



Are you or your carers worried about a recent change in your condition?



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



WHAT IS R.E.A.C.H?

We know that you and your carers know you best. You know when you are not well, even if you cannot 'put your finger on it'.

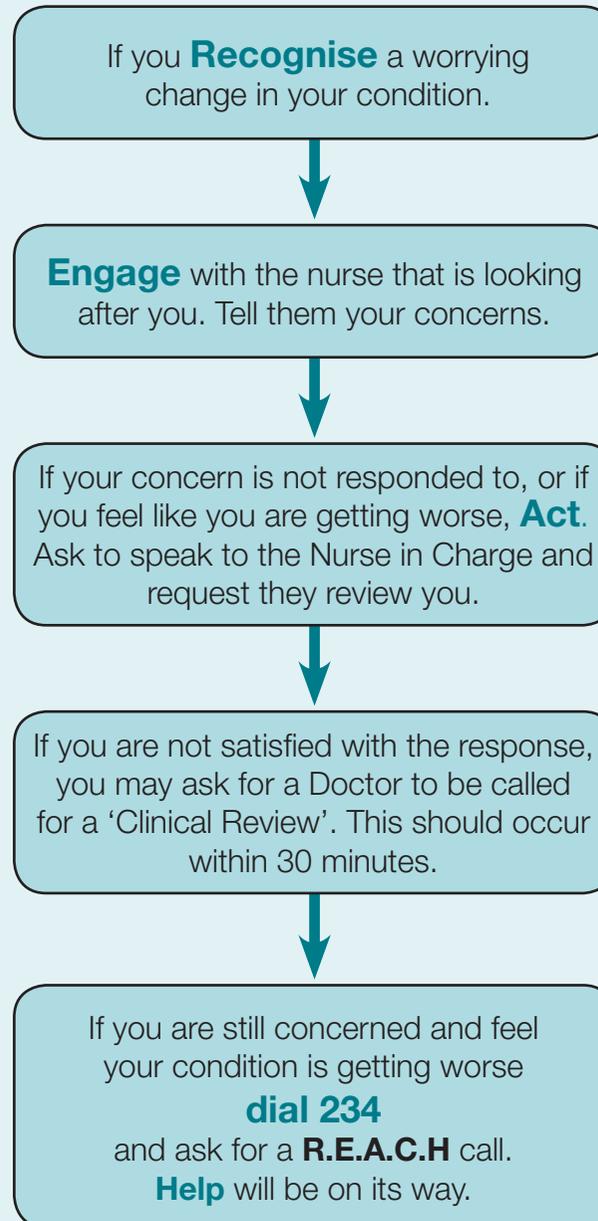
This is why we want you to let us know if you notice a worrying change. R.E.A.C.H helps you share your concerns with us.

This may help us avoid an emergency during your visit to hospital.

HOW DOES R.E.A.C.H WORK?

If you or your carers become worried and can see that things are getting worse, you can use the R.E.A.C.H steps to raise your concerns.

R.E.A.C.H



HOW DO I MAKE A R.E.A.C.H CALL?

We encourage you to first speak with your nurse and the Nurse in Charge, or a member of your clinical team, who may be able to help you resolve your concerns.

If you have spoken to the Nurse in Charge and you are still worried, you can **dial 234** on the patient's bedside phone for an emergency response.

Tell the responder

- You need a REACH call
- The name of the patient
- Your location (ward and bed number)

After the **R.E.A.C.H** call you will be reviewed by a member of the hospital executive team.

