

How do I call for an emergency response?

You can call an advanced nurse to request a rapid response by:

- calling 13499 from a bedside phone
- asking for the portable ward phone and calling 5471 3499
- using your mobile or home phone to call 5471 3499.

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

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

No. We want patients and carers to be involved in care.

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 one.



Are you concerned about changes in your condition or that of a loved one?



Cornish Street, Castlemaine VIC 3450, PO Box 50
www.castlemainehealth.org.au



Castlemaine Health is a smoke free workplace.
Please refrain from smoking on this site.

CARE, QUALITY AND CHOICE

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

R.E.A.C.H is a communication process that helps you share your concerns with us.

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

We understand that you know yourself or your loved one best.

This is why we want you to let us know if you notice a worrying change.

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

The letters 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:

- **Recognise**
- **Engage**
- **Act**
- **Call**
- **Help**



RECOGNISE

Have you recognised a worrying change in your condition or that of a loved one?



ENGAGE

Talk with the nurse or doctor. Tell them your concerns.



ACT

Ask the nurse in charge for a 'Clinical Review' to examine the treatment and care delivered.



CALL

If you're still worried, call 13499 (bedside phone) or 54713499 (external or portable ward phone).



HELP

By taking action you've made sure that help is on the way.

R.E.A.C.H in practice

You may recognise a worrying change in your loved one's condition. Or if you are a resident, you may recognise a worrying change in yourself.

If you do recognise a worrying change, speak to the nurse who is looking after your loved one or you. Tell the nurse your concerns.

If your concern is not responded to, or if you or your loved one seems to be getting worse, then act.

Ask to speak to the nurse in charge and request a 'Clinical Review'. The request will trigger a review of the treatment and care that has been delivered to you or your loved one.

If you are still concerned, call for help. Call 13499 from your bedside phone or ask for the portable ward phone and call 5471 3499.

Help will be on its way.