

# Are you worried

about a recent **change** in your **condition**  
or that of your loved one?

**If yes... REACH out.**

## WHAT IS REACH ABOUT?

**R**

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

**E**

**1** Engage (talk) with the nurse or doctor.  
Tell them your concerns.

**A**

**2** Ask the nurse in charge for a "Clinical Review".  
This should occur within 30 minutes.

**C**

**3** If you are still worried call REACH.  
You can use your bedside phone or ask for  
a ward phone.

**H**

Call **REACH** on your local REACH number.  
Help is on its way.

**Speak to your nurse or doctor first.  
They may be able to help with your concerns.**



**Health**  
Hunter New England  
Local Health District

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



**CLINICAL  
EXCELLENCE  
COMMISSION**

## WHAT IS REACH?

We know you know yourself or the person you care for best.

Tell us if you have a serious concern about your condition or notice a worrying change.

The REACH program helps you share your concerns with us.

## 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 worried make a **REACH CALL** to the Emergency Team. Call the number on the other side of this page. 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
- That you need a REACH 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 REACH 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.



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