

# Please remember

If you have noticed a recent change and you are worried about yourself or your loved one, please speak to your nurse/midwife.

If you are still concerned, ask for the nurse/midwife in charge if more assistance is required.

If you are still worried call **REACH** on **2222**.

We would like to work with you to create the best experience for you and your loved ones during your hospital stay.

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

**REACH** out to us, we are here to help.

## REACH

out to us,  
because together  
we make a great  
team.



REACH is an initiative of the Clinical Excellence Commission's Partnering With Patients Program



CLINICAL  
EXCELLENCE  
COMMISSION



supported by **SWSLHD**  
**Consumer and Community Participation**

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## REACH

Are you worried you or your loved one is getting sicker?

If yes...  
tell someone right away

If you are still worried...  
**REACH** out

# CALL 2222



LIVERPOOL  
HOSPITAL



NSW  
GOVERNMENT

Health  
South Western Sydney  
Local Health District

# What is REACH?

REACH is a communication process which will help you share your concerns with us. 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

## How does REACH work?

If you **recognise** a worrying change in yourself or your loved one's condition, we encourage you to **engage**/speak to your nurse/midwife who may be able to resolve your concerns.

If you are still concerned, or you or your loved one is getting worse, **act** by asking your nurse/midwife for a "Clinical Review" (review by a doctor). This should occur within 30 minutes.

If you are still concerned, **call** the **hospital's emergency response team** on **2222** on the patient's bedside phone or the dedicated REACH phones in the corridor.

Tell the person who answers:

- o I need a REACH call
- o I am a patient/carer in ward \_\_\_\_
- o I am in bed number \_\_\_\_
- o If the call is for a child or baby, the age of the child is \_\_\_\_

2222 is not available from mobile phones or outside the hospital.

# Help is on its way.

## REACH Steps

# R

### RECOGNISE

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

# E

### ENGAGE

Engage (talk) with the nurse/midwife or doctor. Tell them your concerns.

# A

### ACT / ASK

If you are still worried ask the nurse/midwife in charge for a "Clinical Review". This should occur within 30 minutes.

# C

### CALL

If you are still worried call REACH on **2222**. You can use your bedside phone or ask for a ward phone.

# H

### HELP

Help is on its way.

## Will I upset staff if I make a REACH call?

No.

Staff at Liverpool Hospital are here to help and support patient and carer involvement, and we understand that you know yourself and your loved one best.

REACH is not a complaints system. If you have a complaint with any aspect of the care provided to you or your loved one, please let the nurse/midwife in charge know or refer to the 'Your Rights and Responsibilities' brochure that is available on all wards.

