

## R.E.A.C.H Program

Are you worried about a recent change in your condition or that of a loved one? REACH out to us because together we make a great team

### What is REACH?

We know 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, R.E.A.C.H is a communication process which will help 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.

You may **recognise** a worrying change in your loved one's condition or, if you are a patient, you may recognise a worrying change in yourself.

If you do recognise a worrying change, **engage** with the nurse/midwife that is looking after your loved one or you. Tell the nurse your concerns.

If your concern is not responded to, or you or your loved one is getting worse, **act**. Ask to speak to the nurse/midwife in charge.

If you are still concerned **call** for a medical review by calling 777 on your bedside phone or ask for the ward phone.

State this is a "REACH Call" and provide your name and location. **Help** will be on its way.



### WILL I OFFEND STAFF IF I R.E.A.C.H OUT?

No. Staff in this facility support patient and carer involvement. You know how you feel or how your loved one usually behaves.

We also encourage you to raise concerns with us during handover between staff shifts.

We want you to work with us to create the best experience for you or your loved ones.

### How do I REACH out?

At the Royal Hospital for Women, you can directly call 777 to request a medical review.

1. We encourage you to first speak with your treating nurse/midwife who may be able to help you to resolve your concerns.
2. If, after speaking with the nurse/midwife, you are still concerned please dial 777 from your bedside phone and only state your surname, bed number and ward (This information will be passed on to the responder). A nurse/midwife manager will respond within 30 minutes
3. If your concerns are still not met, please ask the nurse/ midwife manager to escalate to a medical review. A doctor will respond within 30 minutes.