

Western Health Patient Support

As the major provider of health care services in Melbourne's West, Western Health is committed to the delivery of high quality health care.

If you are a patient in any of our hospitals, and you have any problems/concerns during your stay, please tell the Nurse/Midwife in Charge on the ward as soon as possible.

Most of the time they can help resolve any problems that you have.

If your concerns are not resolved and you would like further help, please contact a member of our Best Care Feedback Team on 1800 319 639 or email feedback@wh.org.au

Best Care Feedback Team
(All sites)
Phone: 1800 319 631
email: feedback@wh.org.au



CALL FOR HELP



If you're worried, we're worried.

We understand you know your family member or friend better than we do.

If you or your family and friends notice something has changed about you or is 'not quite right' and feel worried – we want you to let us know.

What to do if you are worried

-  **1** Talk to your nurse/midwife or doctor about your concerns.
-  **2** Talk to the Nurse or Midwife in Charge of the ward about your concerns.
-  **3** If these nurses, midwives or doctors cannot help then please call 03 8345 HELP (03 8345 4357)

Your Call for Help will be directed to someone who can help.

At Western Health, we are committed to providing the best care to patients. We do this in partnership with you, your family and friends.

We also understand that we don't always know best, and that you know your family member or friend much better than we do.

In hospital it can be hard to know what to do when you or your family or friends notice that something is 'not quite right'.

The 'Call for Help' approach is an easy way to let patients, family and friends know the steps to take if they feel worried that someone has taken a 'turn for worse'.

Call for Help - your questions, answered

Why are there three different steps? Wouldn't it be easier to call the HELP number first?

At Western Health, your nurse/midwife or the nurse/midwife in charge of the ward (sometimes called a 'NUM/MUM' or Nurse/Midwife Unit Manager) is the best person to start with.

Your nurse or midwife wants you to have the best care possible, so it's important to start with them.

How is Call for Help different from what already happens?

While nurses/midwives and Nurse/Midwife Unit Managers have always been the best place to start, we think it's important for patients, family and friends to have another option.

Sometimes you may feel that your concerns haven't been acted upon, and we understand this can cause unnecessary stress. The Call For Help number gives both patients and staff another chance to help.

I'm worried that staff will treat me differently if I use the Call For Help number. Will it affect my ongoing care?

Asking for help when you are in hospital is the right thing to do. Western Health staff are here to provide care, and support you in your needs. We recognise that you may pick up on things that we may not, and we value and want to hear your concerns.

When should the Call For Help number be used?

The Call for Help number is like making a '000' call from inside the hospital, and is best used for when you feel worried about:

- Shortness of breath
- Unusual sleepiness
- Increased pain
- Not quite right in ways that are hard to explain

Where can Call For Help calls be made?

The 03 8345 4357 number can be called from land lines or mobile phones within the hospital.

Who answers a Call For Help phone call, and what do I say?

Your call will go straight through to an operator who will understand your call needs action right away.

While speaking with you, the operator will raise an internal alarm to specially trained staff. So they can get to the right person in the right time, it's important you tell the operator:

Who answers a Call For Help phone call, and what do I say? (cont.)

WHO: The full name of the person who needs help (you or the person you're worried about)

WHERE: The location (hospital, bed number and ward)

What happens after a Call For Help is made?

Specially trained staff will be with you within 30 minutes of your call.

After listening to your concerns, the Call for Help team will do an examination/review and have a chat with the team treating you.

The Call for Help team will then explain the outcome of these conversations to you and the treating team.

The outcome may confirm that your current treatment plan is on track, or that a different treatment plan is needed.

The Call for Help Team will do all they can to relieve your worries and make sure you know what is going on.