

How do I call for an emergency response?

In The Children's Hospital Westmead **you can request emergency assistance by calling 444** on the bedside phone or ask for the ward phone. This is like calling '000' for an ambulance when you are at home.

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

Will I upset staff if I use R.E.A.C.H?

Staff are happy to support patients, family and carers. We understand that you know your child best and we would like to work with you to create the best experience for you and your child.

Please remember

You are an important part of your child's care. If you have noticed a recent change and you are worried about your child, speak with your child's nurse. You have the right to ask for a 'clinical review'.

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

The letters in R.E.A.C.H will remind you of the steps you can take to be involved in the care of your loved one.

R	Recognise
E	Engage
A	Act
C	Call
H	Help is on the way

Are you worried about a recent change in your child's condition?

R.E.A.C.H out to us



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



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

As a parent or carer we know that you know your child best and you know when your child is not well, even if you can not 'put your finger on it'.

This is why we want you to let us know if you notice a worrying change. R.E.A.C.H helps you share your concerns with us.

This may help us avoid an emergency during your child's visit.

How does R.E.A.C.H work?

If you become worried and can see that your child is getting worse, and feel that your concerns are not being addressed properly, you can use the R.E.A.C.H steps to raise your concerns.

R.E.A.C.H is not a complaints system. If you have a complaint with any part of your child's care, please let a member of the child's team know

R.E.A.C.H

If you **Recognise** a worrying change in your child's condition.



Engage with the nurse that is looking after your child. Tell them your concerns.



If your concern is not responded to, or if you feel like your child is getting worse, **Act**. Ask to speak to the Nurse in Charge and request they review your child.



If you are not satisfied with the response, you may ask for a Doctor to be called for a 'clinical review'.



If you are still concerned and feel your child's condition is getting worse **Call 444** and ask for the 'Rapid Response' Team. **Help** will be on its way.

How do I call the emergency 'Rapid Response' team?

We encourage you to first speak with your nurse and the Nurse in Charge, or a member of your clinical team, who may be able to help you resolve your concerns.

If you have spoken to the Nurse in Charge and still feel worried, you can directly **Call 444** for a 'Rapid Response' on your bedside phone or ask for the ward phone.

Tell the operator:

- That you are a patient/parent/carer
- That you need the 'Rapid Response' team and _____ (admitting) team
- The name of the ward your child is in:

- The bed number you or your child is in:

- The level the ward is on:
