Mater
Health Services
North Queensland

ACCESSIBILITY

Mater Health Services North Queensland is committed to making its information, services and venues as accessible as possible.

If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format, such as large print, please phone (07) 4727 4444 or email info@matertsv.org.au.

If English is not your first language and you require a translating and interpreting service, please phone the National Translating & Interpreting Service (TIS) on 131 450.

If you are deaf, or have a speech or hearing impediment, and need the teletypewriter service, please phone the National Relay Service on 133 677. For speak and listen users, please phone 1300 555 727. For more information on these services, visit www.relayservice.gov.au.

Enquiries about this brochure should be directed to the Quality Risk & Safety Manager on (07) 4727 4444.

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INFORMATION FOR PATIENTS, FAMILIES & CARERS

MY
ACCESS
TO
EARLY
RESPONSE

FOR PATIENT SAFETY

www.matertsv.org.au

ARE YOU CONCERNED THE PATIENT'S MEDICAL CONDITION IS GETTING WORSE?

MATER FOR PATIENT SAFETY

This brochure takes you through three easy steps to call for immediate help when you are concerned about a patient's medical condition while they are in the hospital.

FOLLOW THESE THREE EASY STEPS:

1

Nurse | Midwife | Doctor

Talk to your nurse or doctor regarding your concerns.

2

Unit Manager | Team Leader
(day time hours only)

If you are still concerned, then ask to speak to the nurse | midwife in charge of the shift

3

MATER CALL
If you are still concerned ring 4727 4562 (inpatient ext 4562)

The Hospital Co-ordinator (available 24 hours) will review and assist the patient who is unwell or getting worse.

WHO CAN CALL

| PATIENTS

| FAMILIES

| CARERS

WHEN TO CALL FOR HELP

PATIENTS:

When you feel your medical condition has changed and you need attention.

FAMILIES | CARERS:

The patient is looking unwell and you are worried about their safety.

The patient shows any unusual behaviour that is not normal for them.

HOW TO CALL

CALL 4727 4562
(inpatient extension 4562)

Provide the nurse with the following:

| Patient's name
| The reason for the call
| The ward and room (if known)

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