

# Are you worried

about a recent change in your condition or that of your loved one?

If yes.... REACH OUT

## What is REACH about?

**R**

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

**E**

**1** **ENGAGE** (talk) with the nurse or doctor. Tell them your concerns

**A**

**2** **ASK** the nurse in charge for a “Clinical Review”. This should occur in 30 minutes.

**C**

**3** If you are still worried **CALL REACH**. You can use your bedside phone or ask your nurse for assistance.

**H**

Call REACH on **529**

**HELP** is on its way (within 10 minutes)

Speak to your nurse or doctor first.  
They may be able to help with your concerns



## WHAT IS REACH?

**We know you know yourself or the person you care for best.**

Tell us if you have a serious concern about your condition or notice a worrying change.

The REACH program helps you share your concerns with us.

## HOW DOES IT WORK?

You may **RECOGNISE** a worrying change or have a serious concern about your condition. You may recognise the worrying change in the person you care for.



If you do, speak to the nurse or doctor. Tell them your concerns. We call this **ENGAGING** with our clinicians.



If they do not help you with your concerns or the condition is getting worse, then **ACT**. Ask to speak to the Nurse in Charge. Ask for a “Clinical Review”. This should occur within 30 minutes.



If you are still worried make a REACH **CALL** to a senior independent clinician. Call 529. You can use the bedside phone or ask your nurse for assistance in using the ward phone.



**HELP** will be on its way within 10 minutes.

## HOW DO I CALL THE REACH CLINICIAN?

Firstly, speak to the nurse, doctor and the nurse in charge. They may be able to help you.

If you still feel worried, call the REACH number: **529**. Use your bedside phone or ask for assistance from the nurse with the ward phone.

### **MAKING THE CALL:**

Tell the person answering the phone:

- Who you are - a patient, family member or carer
- That you need a REACH call
- The name of the ward
- The bed number you, or the person you care for is in.

## WILL I OFFEND STAFF IF I MAKE A REACH CALL?

**No.** We want patients, carers and families to be involved. Work with us to create the best experience for you or the person you care for during the hospital stay.

Gosford  
Private Hospital

a member of the healthcare group

