

Escalation for Clinical Deterioration by Patient, Family or Carer

Use this process to get help when you are concerned about a patient in hospital who is getting worse, not doing as well as expected or not improving.

Who can call: Patients, families or carers

Follow these steps to raise your concerns

Step 1

Talk to any member of the healthcare team regarding your concerns

If you are not satisfied with the response

Step 2

Talk to the nurse or midwife in charge of the shift

If you are not satisfied with the response

Step 3

Phone the Patient Care Hotline on 9975 6789

Explain your concerns

Provide patient's name, location and your contact details.

A senior clinician will review patient and provide assistance.

Consumer
Consultation

