

CARE

(Call and Respond Early For Patient Safety)

Step 1

Nurse/Midwife/Doctor

Speak to these staff members regarding your concerns.

Step 2

Nurse/Midwife/Manager in Charge

If you are still concerned after addressing Step 1, please speak to the Nurse Manager in charge.

Step 3

Dial **6229 2110** or **2110** from a hospital phone. Tell the staff member who answers the phone the patients name, ward and room number and your concerns.

What to expect when you ask for help

- You will be able to communicate your concerns.
- The staff member will accelerate your concerns accordingly.
- CJJH has a policy and procedure in place for this activity, so there is a time schedule in place for staff to action your call for help.

When to ask for help

Patients

- when you feel that your medical condition has changed,
- when you are concerned for your safety, or
- when you feel your concerns are not being addressed.

Families/Carers

- Your relative or friend is looking unwell and you are worried about them, their health or safety
- your relative or friend is showing unusual behaviour that is not normal for them or
- concerns about their care are not being addressed.

Who can ask for help

- Patients
- Families
- Carers
- Visitors

What is CARE?

The Call And Respond Early process forms part of the Australian Commission on Safety and Quality in Healthcare Standards.

Recognising and responding to clinical deterioration ensures patients receive access to medical treatment in an appropriate and timely manner.

The aim of this program is that you, a family member, carer or friend is able to escalate your/their medical concerns.



Recognising
and Responding to
Acute Deterioration



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