

If you're worried, we're listening

Are you worried about a change in how you or your loved one is feeling? Follow these steps:



Raise your concerns with a staff member

Tell your nurse or doctor
"I'm worried about..."



If you're still worried, tell staff again

A senior doctor and nurse will be asked to review within 30 minutes



If you're still worried, keep talking with staff

Senior staff will speak with your senior doctor

Per comunicare le vostre preoccupazioni chiamate il numero

1800 111 333

per essere collegati, in qualsiasi momento, con i servizi medici d'emergenza.



Reviewed and endorsed
by CALHN consumers



Health
Central Adelaide
Local Health Network

Your concerns are important to us

Our hospital staff are trained to provide the very best care. This includes recognising when a patient's condition is deteriorating while in hospital.

However, there may be times when you notice a change in your condition, or that of a loved one before we do. If something does not feel or look right, please let us know as soon as possible.

When should I speak up?

Talk to our staff about a sudden and unexpected change in your medical condition, or that of a loved one.

Changes to look out for include:

- pain
- a racing heart
- difficulty breathing
- feeling faint
- feeling hot or cold
- feeling unusually drowsy and/or confused
- feeling worried and/or anxious.

What will staff do?

Our staff will listen to your concerns and assess you or your loved one's medical condition. If needed, they may speak with a more senior nurse or doctor to address your concerns.

This information relates to responding to changes in a patient's medical condition. If you have concerns about other aspects of care, please talk to your senior nurse or doctor. You can also seek independent advice by contacting the Consumer Experience team on (08) 7074 1377 or HealthCALHNConsumerExperience@sa.gov.au