

# Do you feel you are not being heard?

Are you worried or concerned about a recent change in your **physical** condition or that of your loved one? It may be that you or they are getting worse, are not doing as well as expected or not improving?

**Who can call: Patients, Families or Carers**

**Raise health concerns**  
by following these steps:

**STEP 1** Talk to a nurse, midwife or doctor about your concerns

If you are still worried or concerned with the response

**STEP 2** Talk to the nurse or midwife in charge of the shift

If you are still worried or concerned with the response

**STEP 3** Direct the nurse, midwife to make a Family MET (Medical Emergency Team) call OR

By using the ward phone call 33# or call WCH on 8161 7000.

Tell the operator that this is a 'Family MET call'. Also tell the operator:

- > the Location ward and room number
- > the Patient's name and age
- > your name and phone number

The MET team will then come to you.



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