

YOU'RE WORRIED

**WE'RE
LISTENING**



Are you worried or concerned about a recent change in the condition of yourself or a loved one?

This may include getting worse, not doing as well as expected or not improving.

Patients, families and carers can raise 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, go to Step 2.

STEP 2

Talk to the nurse or midwife in charge of the shift.

If you are still worried or concerned with the response, go to Step 3.

STEP 3

Direct the nurse or midwife to make a Family MET call OR use the bedside phone and dial 33#

Tell the operator "This is a Family MET call", and:

- > 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.

Visit sahealth.sa.gov.au/speakup
for more information on escalation of care.

Research by Dr Lindy King and colleagues at Flinders University.