

The best person to speak for you **is you**,
or somebody who you trust



Escalation of Care

Do you have concerns or questions about the care you are receiving?

Do you feel like you are not being included in important decision-making?

Are you worried that you are feeling worse?

We want you to tell us.

Three Steps to Escalate your Care

- 1 Speak to your nurse and/ or doctor
Still worried?
- 2 Ask to speak with the Nurse in Charge
Still worried?
- 3 **Make an Escalation of Care call**
Phone (03) 9231 0022
We will listen to and respond to your concerns

Are you worried about someone that you know?

As a family member/ carer/ supporter you can use this process to escalate your concerns too.

We value your opinion and we want to hear from you

