

# 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 decisionmaking?

Are you worried that you are feeling worse?



### 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

## 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?
- Make an Escalation of Care call
  Phone (03) 9231 0022
  We will listen to and respond to your
  concerns



of the lands on which St Vncent's Hospital Melbourne is situated. We pay our respects to Elders past and present and welcome all Aboriginal and/or Torres Strait Islander people to ou places of care We welcome all cultures, nationalities and religions Being inclusive and providing equitable healthcare is our <u>committeen</u>