

Are you or your relative worried you are getting worse?

We want you to tell us

1 Speak to your nurse or doctor

Still worried?

2 Ask to speak to the nurse in charge

Still worried?

3 Phone  03 9231 0022
We will listen and respond to your concerns

If you want to discuss a non-urgent issue please email the Patient Liaison Officer PLO@SVHA.org.au

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Scansionare per le traduzioni.

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امسح للحصول على الترجمة



Are you or your relative worried you are getting worse?

We want you to tell us

- You know yourself or the person you care for best.
- You may notice changes in their behavior, how they look or feel that is concerning.
- **Speak to your nurse or doctor.** Tell them your concerns.
- If they do not help you with your concerns or their condition is getting worse > **Ask to speak to the Nurse in Charge.**
- If you are still worried **call 03 9231 0022** at any time.
- This dedicated line will confirm who you are worried about and their location.
- A senior clinician will return your call, listen to your concerns and organise a review.

Questions or concerns you would like to ask?

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ST VINCENT'S
HOSPITAL
MELBOURNE

Will I offend staff if I make a call?

No. We achieve better health outcomes when patients, carers and families are involved in care.