

If you are dissatisfied or unhappy with your care or would like to make a complaint please contact:

Customer Relations

Telephone: 9784 7298

Free Call: 1800 858 727

Email: customer.relations@phcn.vic.gov.au

Disclaimer: The information contained in the brochure is intended to support, not replace, discussion with your doctor or health care professionals.

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Authorising Department: Person Centred Care & Consumer Participation

Peninsula Health

PO Box 52
Frankston Victoria 3199
Telephone 03 9784 7777
www.peninsulahealth.org.au



Patients, families and carers

Is your condition or that of a loved one getting worse?

Let someone know and ask for help:

- **Talk to your nurse**
- **Talk to your doctor**
- **Talk to the nurse in charge**



Partnering in your care

You and your family/carer are an important part of our care team.

You know yourself or your family member better than anyone and may notice worrying changes first.

We want you to let us know if you think your or your loved one's condition is getting worse.

- looking sicker and you are worried
- showing behaviour that is not usual for them

If you have concerns

Talk to your nurse

- Who will make an assessment and discuss your concerns with you

If you are still concerned

Talk to the doctor

- Who will follow up on your concerns

If still concerned or cannot speak to your doctor

Talk to the nurse in charge

If you are still concerned you can make a **CARE call**.

What is a CARE call?

A CARE call puts you in touch with a senior clinician.

They will respond to your concerns and arrange for an immediate review.

You can make a CARE call at anytime

Phone: (03) 9784 7777 (Frankston Hospital Switchboard)

Let them know you are making a CARE call and where the patient is.

You will be put through to the CARE clinician.

When the CARE clinician answers, please tell them the:

- patient's name
- reason for the call
- ward and bed number (if known)

You won't offend staff if you make a CARE call

We encourage patient, family and carer involvement in care.

We all want the best outcome for you or your family member and encourage you to partner with us to ensure a positive experience for you or your loved one.