



# WHO DO YOU CALL? GETTING HELP IN A HOSPITAL

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## **CALL THE:**

- BEDSIDE NURSE** for most concerns.
- CHARGE NURSE OR NURSE UNIT MANAGER** if the bedside nurse does not respond appropriately.
- PATIENT RELATIONS DEPARTMENT** for help with hospital rules and policies.
- SOCIAL SERVICES DEPARTMENT** for assistance in communicating with staff and scheduling family meetings.
- RAPID RESPONSE TEAM** if you have a medical emergency.
- NURSE MANAGER OR NURSE SUPERVISOR** if the hospital does not have a rapid response team. Ask them to call a physician to assess the patient.
- ATTENDING PHYSICIAN OR HOSPITALIST** if you need immediate medical advice but the situation is not life-threatening.
- ADMINISTRATOR ON CALL** if you have an emergency but have not been able to get help through the usual channels. (The administrator on call can be reached through the hospital operator.)

## **DOCUMENT YOUR CONCERNS IN:**

- YOUR MEDICAL CHART** – Document your concerns in the medical chart and note that you have asked for help. Date and sign the form and ask for a copy to keep with you.
- YOUR JOURNAL** – Keep track of the patient's condition in your patient journal. Include dates, times and names of staff members.