



The Empowered Patient Coalition

WHO DO YOU CALL? GETTING HELP IN A HOSPITAL

CALL THE:

- BEDSIDE NURSE** for most concerns.
- CHARGE NURSE** 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.