



# Escalation of Care

Information for patients, carers,  
family and support persons



The Melbourne  
Clinic  
by Healthscope

130 Church Street,  
Richmond VIC 3121

P 03 9429 4688 | F 03 9427 7558

[themelbourneclinic.com.au](http://themelbourneclinic.com.au)

ABN 85 006 405 152



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Community  
of Care



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## Encouraging patient and carer involvement

The Melbourne Clinic aims to provide a high level of care to our patients.

As part of this commitment, our escalation of care process encourages patients, carers, family and loved ones to alert clinical staff if there is a worrying change in the patient's condition.

Worrying changes can be psychological or physical. They include deterioration in mood, thoughts and feelings, behaviours that are unusual for the person or medical concerns.

We have developed a communication process that will help you share your concerns with us.

We understand that patients and their loved ones know their situation best and may notice worrying changes before anyone else does.

Escalation of care is a communication process that helps share concerns so we can provide assistance.

## Patient, carer and family escalation process

A worrying change in condition might be noticed by patients or a loved one. Where possible try to raise concerns with the nurse caring for the patient or press the emergency button in the room.

### How do I alert staff?

- Speak directly to the nurse caring for the patient
- Press the emergency button located on the wall in the bedroom or bathroom
- Press the emergency button in the main corridors throughout the hospital.



### It is a team effort

The clinical team at The Melbourne Clinic are trained in responding to deteriorating patients.

We want to work with you to provide a high level of care. Together we can ensure that this happens.

### Do you have any questions?

Please ask the contact nurse or the nurse in charge if you have any questions.

