PATIENTS, FAMILIES AND CARERS

let me know

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

Still concerned?
Call 1800 901 445

Working with patients, families and carers. Responding to concerning changes in a patient’s medical condition.
PATIENTS, FAMILIES AND CARERS

WHAT IS *LET ME KNOW*?

*Let me know* is a safety net for patients, families and carers who notice concerning changes in a patient’s medical condition.

PART OF THE CARE TEAM

*Let me know* is an important way of involving you and your family in our Alfred Health care team.

As part of the team we want you to tell us when something is ‘not quite right’. As a patient this might be a change in how you feel, look or behave. As a family member or carer you may notice these types of changes before it is obvious to medical and nursing staff.

If you notice a significant change in your own health or that of your loved one, then *let me know*.

WORKING TOGETHER, WE CAN DELIVER QUALITY CLINICAL CARE
HOW DO I USE LET ME KNOW?

TALK TO YOUR NURSE

- Speak directly with your nurse
- The nurse will make an assessment and discuss your concerns
- Still concerned or can’t locate a nurse? Ask to see your doctor

TALK TO YOUR DOCTOR

- The doctor will come to review you or your loved one
- If you cannot speak to your doctor or you are still concerned, talk to the nurse in charge
- The nurse in charge will try to resolve your concern

STILL CONCERNED? CALL 1800 901 445

- The let me know nurse will answer your call. Have your room and bed number ready
- You may be asked some questions over the phone to help us respond to your concerns
- The let me know nurse will come and make an assessment

LET ME KNOW FOLLOW-UP

- The let me know nurse will engage with your nursing and medical team
- A senior member of staff will review your call to ensure your concerns were met
When Sally let me know

“Yesterday morning I was the nurse in charge. Sally came into the ward to visit her dad Lewis, whom she had only seen 12 hours earlier.

Sally spoke to the nurse looking after Lewis and explained that he seemed confused. Although he is forgetful, she said this was different as he didn’t even seem to know who she was.

Sally was becoming really concerned.

The nurse who was caring for Lewis didn’t know him very well and couldn’t detect any clinical changes.

Sally then asked the nurse to contact the doctor. At the time, the doctor and I were attending to another patient.

Sally felt that something was ‘not quite right’ so called the let me know hotline, and spoke with a nurse who saw Lewis within 15 minutes.

As the nurse in charge, I followed up with Sally and said I was pleased she used the let me know hotline as it meant Lewis received immediate care preventing further deterioration.

Later, Sally was visited by a senior staff member to see if her concerns were resolved and to thank her for her call.

Nurse Manager