

Are you worried about a recent change in your condition or the condition of your loved one?

R.E.A.C.H. out to us

Patient Information



HILLCREST ROCKHAMPTON
PRIVATE HOSPITAL

How can I initiate escalation of care?

Step 1

We encourage you to talk to your Nurse or Doctor about your concerns.

Step 2

If you are still concerned, please ask to speak to the nurse in charge.

Step 3

If your concerns have not been addressed or you are still worried, please ring 7176 from Monday 8am through to Friday 3pm from your bedside phone or Call 7001 from Friday 3pm to Monday 8am (weekends).

R Recognise

E Engage

A Act

C Call

H Help is on its way

Will I offend staff if I R.E.A.C.H. out?

Staff at Hillcrest support patient and carer involvement.

You know how you feel or how your loved one usually behaves.

Bedside handover occurs at 2.30pm each day. This gives the patient and the carer an opportunity to have input into the ongoing care of the patient. Please raise any serious concerns immediately so that we may deal with them promptly.

We want you to work with us to create the best experience for you and your loved ones.


Patient Centred Care

This Patient centered initiative aims to foster the inclusion of patients and family members to promote safety and quality.

We recognise the importance of improving quality of care by responding to the needs and preferences of patients.

Quality patient care is our top priority. We hope that R.E.A.C.H. will help identify critical service issues as well as give patients and their families a greater sense of security.

Hillcrest Rockhampton Private Hospital would like to thank and acknowledge the Clinical Excellence Commission of NSW.



R.E.A.C.H. out to us because together we make a great team

Weekdays: Call 7176 from Monday 8am
through to Friday 3pm from your bedside phone.

Or

Weekends: Call 7001 from Friday 3pm to
Monday 8am (Weekends) from your bedside
phone for weekend calls.

Please call **4932 1321** and ask for the senior in
charge if you are not in the hospital



People caring for people

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