

oneTEAM

PARENTS/CARERS, speak up and feel heard



We believe you know your child best. If at any time, you feel like your child is getting sicker or you're worried about their condition, we want you to speak up.



This information is available in several languages including

العربية (Arabic), 简体中文 (Simplified Chinese), and ਪੰਜਾਬੀ (Punjabi).



Scan QR code for translations

Step

1

Talk to your nurse

If you are still worried go to **STEP 2**.

Step

2

Escalate to the nurse in charge

Ask to speak with the nurse in charge of the shift.
If you are still worried go to **STEP 3**.

Step

3

Ask for a rapid medical review

Give this card to a nurse.
A doctor will see your child within 30 minutes.

If you are still worried go to **STEP 4**.

No orange card?

Scan QR code link to digital version of orange card



Step

4

Medical Emergency Team (MET)

A parent or carer can call a MET at any time:

- Dial **2222** from a hospital phone
- Dial **9345 5222** from a mobile phone

Ask the operator to call a MET, provide your child's room number, and ward name.

A team of nursing and medical staff will respond immediately.