

## How do I make a MET call?

Where possible, try to raise your concerns with staff on the ward before making a MET call.

If your child requires urgent medical help, there are two ways you can make a MET call.

1. Ask a staff member to make a MET call. You can do this by alerting a staff member directly, or pressing the nurse alert button or the emergency bell at the end of your child's bed.

2. Dial '777' from any telephone at the RCH.

**Ask the operator to make a MET call. Tell them where you are in the hospital, for example, the ward and the room number.**

For more information, please speak to a staff member on your ward.



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# Medical Emergency Team (MET)

Advice for parents and carers  
about making a MET call for  
urgent medical help

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# Making a MET call for urgent medical help

The Royal Children's Hospital (RCH) is committed to patient safety and high quality care.

It is important that parents and carers know what MET is and how to make a MET call if you're worried that your child is suddenly becoming more unwell.

As a valued partner in the care of your child, your concerns are important to us.

## What is MET?

The medical emergency response system at the RCH is called MET, short for Medical Emergency Team.

MET is a team of specialised doctors and nurses which responds immediately to a call for urgent medical help.

When a MET call is made by someone, the team comes quickly to assess, treat and plan further care for the patient.

In an emergency call

777

## What is a MET call?

A call for the Medical Emergency Team (MET) can be made at the hospital when someone (including staff members, parents, carers, other family members and visitors) is worried that a child's condition is getting worse. MET is an emergency service and should be activated only when an immediate response is needed.

## When can a parent/carer make a MET call?

You can make a MET call, at any time of the day or night, if you are worried about a sudden change in your child's condition, for example, breathing harder and faster, sleepier than usual. These changes may be an early warning that your child is becoming more unwell.

You know your child best. Trust your instincts—if you sense something is wrong, do not hesitate to make a MET call.



Dr Tali Gadish and RCH nurse Emma Canil