

Chain of Communication for Patients and Families

**Are you worried about the care
of your loved one or your own care?**

STEP 1

Find the name of the assigned NURSE and DOCTOR
on the whiteboard by the bedside.
Go to the desk and ask for the NURSE.

STEP 2

If the assigned NURSE cannot help
ask the person at the desk for the CHARGE NURSE
and ask for the DOCTOR to be paged.

STEP 3

If the CHARGE NURSE cannot help
or the DOCTOR does not call back ,
Dial 0 and ask for the MANAGER of the unit
or after hours the MANAGER ON CALL

STEP 4

If the MANAGER cannot help, Dial 0
and ask for the Administrative Director
or after hours the Administrator On-Call
and/or the Physician Director.

STEP 5

Are you still worried?
Dial 0 to Call/ Page
the CEO of the Hospital and/or
the Chief of Staff.