

Calling for help

Worried about your child?

At Perth Children's Hospital, we recognise that as parents and carers you know your child far better than health care providers. You know what the 'normal' behaviours and characteristics are for your child.

This section provides advice for parents and carers about how to get help if you think your child's condition is worsening while in hospital.

What should you look out for?

It is important to tell your child's nurse straight away if you think your child is becoming more unwell or if they are displaying any of the following symptoms:

- breathing differently from normal
- a different colour from normal e.g. pale or blue
- difficult to wake up or unusual behaviour.

How to get help

If you think your child's condition is deteriorating, follow the steps in the flow chart to the right.

If you are really worried about your child, you can go straight to step five to request a Medical Emergency Team (MET) review.

How to make a complaint or ask for a second opinion

If you would like to make a complaint or provide general feedback, please contact the Child and Family Engagement Service on 6456 0032.

If you wish to ask for a second opinion on your child's clinical condition, please talk to your nurse for more information.

Medical Emergency Team

The Medical Emergency Team (MET) at PCH provides a medical and nursing assessment of any child who requires urgent medical review. The MET is made up of specialist nurses and doctors.



Talk to a nurse or doctor about your concerns.

1

If you are still worried your child is becoming more unwell, talk to the nurse in charge (shift coordinator).

2

If you are still worried and not satisfied with the response, ask for a doctor to review your child.

3

If you are still worried and not satisfied with the response, ask the shift coordinator for a Medical Emergency Team (MET) review.

4

If you are still worried and not satisfied with the response, call 6456 0337 to request a MET review. You will need to provide your name, the patient's name and the ward and bed number.

5



This document can be made available in alternative formats on request for a person with a disability.

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Government of **Western Australia**
Child and Adolescent Health Service



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