

Ensuring absolute safety and the best care for our patients – *Rapid Response Call*

Patients and Families – We invite you to use ... Rapid Response Call

If you have a serious concern that you believe cannot wait or has not been adequately addressed by a doctor or nurse, we ask you to use the bedside phone, or any hospital phone, dial 1199, and tell the operator that this is a Rapid Response Call.

Family members or friends may be the first to notice subtle signs, possibly an impending emergency, so please ...

Dial 1199 from a hospital phone:

- If you notice that your family member's condition is severe or worsening quickly.
- If there is a medical emergency and a doctor or nurse is not in the room.

The operator will ask for your name, the patient's name, the patient's room number and the cause of your concern. Once again, please use any hospital phone to place your call.

If you have a serious concern that is not an emergency, please speak to your family member's nurse, or call our Patient Relations representative at 425.899.2267. These are the best resources to quickly answer questions and concerns about a patient's meals, medications or pain management.

EvergreenHealth's care team is committed to absolute safety and the best possible care for all. Thank you for your role in helping to enrich the health and well-being of every life we touch.

Thank you.

