



# Kōrero mai: Patient, Whānau/ Family Escalation of Care

## Patient Information – Canterbury Adult Inpatients

Patients, whānau/ families, carers and support people are valued and important members of the healthcare team.

You, your whānau/ family, carers or support person may recognise changes in your health condition sooner than the healthcare staff.

### What is Kōrero mai – Talk to me?

Kōrero mai – Talk to me is a process for patients, whānau/ families, carers or their support person to use in hospital to escalate care if worried or concerned that you or the patient is getting sicker.

### What to do if you are worried or concerned you or the patient is getting sicker:

- Step 1: Speak to your nurse or the nurse in charge right away. Tell them why you're concerned.
- Step 2: If you are still concerned after speaking with your nurse or the nurse in charge, ask your nurse or the nurse in charge to call for an urgent 'doctor review'.
- Step 3: If the doctor has seen you/the patient but you are still very concerned they are getting sicker and your concerns have not been adequately addressed in Step 2, you can phone 0800 999 400 to speak to the operator for assistance to organise another medical review 24hrs a day.

The operator will ask you to confirm that your concerns are about you/or a patient getting sicker. They will also ask you for:

- your (or the patient's) name
- the location – both the Ward and room number (if known)

**Kōrero mai**  
Talk to me

**Worried?**  
about changes in  
breathing heartbeat colour confusion  
sleepiness restlessness pain

**Concerned**  
you are not being heard?

**Te Whatu Ora**  
Health New Zealand  
Waitaha Canterbury

Kōrero mai – Talk to me is a service you can use in the hospital if you are concerned about a change in your condition, or the condition of your loved one, or the condition of the person you are supporting and you are not being heard.



## Who can use Kōrero mai?

- Patients
- Whānau/ Families
- Carers
- Support person

## When to use Kōrero mai?

### Patients

- When you feel your health condition is getting worse and you are worried

### Whānau/ Families/ Carers/ Support person

- When the patient is looking worse or is not doing as well as expected (e.g. changes in breathing, sleepiness, colour, heartbeat, pain)
- When the patient shows any behaviour that is not normal for them (e.g. confusion, anxiety, aggression, restlessness)

The healthcare staff will encourage you and your whānau/ family, carers and support person to tell them about any concerns you have and ask questions during your hospital stay/visit.

## General complaints and questions

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Please **do not use** Kōrero mai for any concerns which do not relate to the patient's health condition getting worse or not improving as expected.

Kōrero mai is not for General Complaints. Please advise ward staff if you have a general complaint and they will assist you with the correct process.

For more information about:

- Kōrero mai, you can go to <http://www.cdhb.health.nz/koreromai> or use this QR code



- hospital and specialist services, go to [www.cdhb.health.nz](http://www.cdhb.health.nz)
- your health and medication, go to [www.healthinfo.org.nz](http://www.healthinfo.org.nz)