Condition Help

Info Sheet for Admission Team

What is it? It is a “Condition Help” that patients/families can initiate in the case of:
- There is an emergency and you cannot get the attention of hospital staff
- You see a change in the patient’s condition and the healthcare team is not recognizing the concern
- You have spoken to the hospital staff and you continue to have serious concerns about the patient’s care
- There is a breakdown in how care is given, or uncertainty over what needs to be done

Who Responds?

Physician, Floor nurse, ANC (Nursing Supervisor), and Patient Relations Coordinator (when in house)

Why at UPMC Shadyside?
At UPMC Shadyside Hospital we are building the hospital of the future with the help of patients and families we care for. We believe in teamwork and ask that families/patients be a part of the team when visiting loved ones.

What is my role when I talk to patients and families?
Share information on Condition Help and nature of this type of Condition. Explain the above and also dialogue on info in the attached article. Inform family/patient of: What it is, Why it is in place, Who responds, How they call (3-3131 from any hospital phone including phone in patient room). Attached is a script for you to use. In addition, please hand out brochure to patients/families.