

Partner with us in patient safety

When you have a serious concern about your loved one's well-being

Be our health care partner

Baptist Health has a special relationship with patients and their families. Everyone has unique feelings about their own health and wellness. We listen to your concerns, and together we plan how we will meet your health care needs.

If you have serious concerns about the well-being of your loved one, please speak to your nurse or any nurse on the unit. You may also ask to have your loved one's doctor called. Please tell the doctor about your specific concerns.

If, after speaking to your loved one's nurse or doctor, you still have an urgent health care concern, please consider calling the **Rapid Response Team** for additional assistance. This is an **urgent** call for serious changes in your loved one's condition.



**Patient Safety Hotline:
904.202.SAFE (7233)**

Rapid Response Team (RRT)

The Rapid Response Team (RRT) is comprised of specially trained staff who will immediately come to the patient's bedside to assess his or her condition. The RRT will talk with you and your loved one's nurse to address the problem. Sometimes this may also require a transfer to a different nursing unit. Again, your input is very important to us.

How to call the Rapid Response Team:

Notify your loved one's nurse or the charge nurse and ask him or her to call the Rapid Response Team. Or, you may call the Rapid Response Team (RRT) from the hospital room. Follow these steps:

- Dial "7777."
- State your name.
- Request that the Rapid Response Team go to a specific patient's room.
- Turn on the call light to let the nurse know you have called the RRT.
- When the team arrives, tell them your specific concerns.

If you have any questions about this, please "Partner with us" and ask the nurse for more information.