



When you call or text, tell us

- the patient's name
- the patient's ward and bed number
- your name and phone number
- what you are most worried about.

If talking is difficult for you use one of the following



Get me a pen and paper



Call my next of kin/carers



Use an app or type on
your mobile or device

For more information

For more information visit
info.health.nz/hawkes-bay



Kōrero mai is an escalation pathway to help patients while in hospital, it is not for general feedback or complaints.

For feedback or complaints
talk to a staff member or email
feedback@hbdhb.govt.nz

Contact us

Hawke's Bay Fallen Soldiers'
Memorial Hospital

Kōrero mai team 027 540 8776

This resource is available from healthed.govt.nz
or from your local authorised provider.

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Kōrero mai Talk to me

HAWKE'S BAY



Worried? If something doesn't feel right, please let us know

If you (or your family, whānau or friends) are worried about a change in your health while in hospital, we want you to talk to us.

Health New Zealand
Te Whatu Ora

Hawke's Bay has a pathway for if you (or your family, whānau or friends) are worried about a change in your health while in hospital. You will see posters with a three step process in our wards.

Kōrero mai process

Please follow these steps

1



Press the call bell and talk to a nurse

2



Still worried?
Ask to talk to the nurse in charge or speak to your doctor

3



Still not being heard?
Call or text the Kōrero mai team on 027 540 8776

Worried about changes in

- breathing
- sleepiness
- heartbeat
- restlessness
- colour
- pain
- confusion

Worried you are not being heard?

Frequently asked questions

Why are we doing this?

Not listening when you (your family, whānau or friends) are worried means bad outcomes can happen. Family often know best when their loved ones deteriorate. It is important to develop a transparent and clear process for this to happen.

What do we mean by 'worried'?

We know that family sometimes see signs that their loved one is becoming more unwell before our healthcare teams see it, because you know your whānau best.

If you are worried, we want you to tell us, even if you are finding it hard to explain why you're worried. Don't wait to raise a concern – the sooner, the better.

Is this process across the whole hospital?

Kōrero mai is for our inpatient wards. If your family member is an outpatient or in the community, we encourage you to raise your worries with your doctor as you usually would.

What will happen if we get to step 3?

At step 3, you can call or text (or ask our staff to do it for you) our Kōrero mai team. They will come and assess the patient, listen to what you are worried about, and take appropriate action.

How much time does there have to be between the steps?

You can escalate between each step whenever you need to if you feel that we haven't heard you, or if you think things are getting worse. It is important that you go through each step before you progress to the next.

If you are worried about something that isn't a change in health can I still use this process?

This process is specifically for if you (or your family, whānau or friends) are worried about a change in your health while in hospital. If you are worried about something different, please raise it with the ward team or email complaint to feedback@hbdhb.govt.nz