

Family Activated Rapid Response

We recognize that Care Partners and families know our patients best.

Rapid response teams are specially trained clinicians who will come to the room right away when there are concerns about the patient's condition. They work with the unit staff and give special care.

These teams include:

Adult – Medical Emergency Team (**MET**)

Children – Pediatric Emergency
Response Team (**PERT**)

Newborns – Neonatal Emergency
Response Team (**NERT**)

What should I do if I think my loved one is getting sicker?

- Talk to your nurse.
- Tell your nurse what you are worried about, or what changes you are seeing.

What if I am still worried?

- Ask your nurse to call your doctor or a Rapid Response Team.

Can I call?

- If you are still worried, call 4-2222 from any hospital phone or 434-924-2222 from your cell phone.

Tell the Operator:

- Your name
- Patient's Name, room number/unit
- Your concerns

What will happen?

- A team will arrive within minutes to see your loved one. The team will talk with you and the patient's doctor and nurse. You will be involved with the plan.

If you have other concerns you may ask to speak with the Shift Manager or Unit Manager.

Thanks for being our partner for safe care.