



“Are you worried?”

Blue Flag call

Blue Flag is a three-step process to support patients of any age, their families and carers, to raise concerns if a patient’s health condition is getting worse or not improving as well as expected.

The Blue Flag escalation process is as follows:

- Step 1: Talk to a nurse or doctor about your concerns. If you are not satisfied with the response, go to the next step.
- Step 2: Talk to the nurse in charge of the shift. If you are not satisfied with the response, go to the next step.
- Step 3: Ask the nurse in charge of the shift to place a Blue Flag call to the Executive on call.

SRH supports Blue Flag.

Requesting a Blue Flag call will not have a negative impact on your care.

Who can use Blue Flag?

•Patients •Families •Guardians •Carers

When to use Blue Flag?

Patients

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

Families/carers

When the patient is looking worse or is not doing as well as expected.

When the patient shows any behaviour that is not normal for them.

When not to use Blue Flag?

Please do not use Blue Flag for any concerns which do not relate to the patient’s health condition getting worse or not improving as expected. If you have any complaints or suggestions please ask for complaints form from the nurses.