
THE READING HOSPITAL AND MEDICAL CENTER
NURSING ADMINISTRATION MEMORANDUM

TO: All Nursing Units #2012 - 148
FROM: Barbara Romig, MSN, RN, CPHQ
Director of Education and Clinical Practice
DATE: September 18, 2012
Priority: Routine
Re: Informational – Code Help (Patient / Family Activation of MATT
(Medical Assessment and Treatment Team)

Purpose: To communicate a process change for Code Help, effective 9/24/12.

Background / Rationale: The Code Help system is an important patient safety process that allows patients or their families to activate a rapid response call when they believe a patient's condition warrants this intervention.

Talking Points:

- The Code Help process is communicated via cards in each patient room (posted on white boards). Additional Code Help cards may be ordered from TSI Associates using form numbers:
 - 4-4604 – HELP Rev 7.08 (English)
 - 4-4604S Rev 7.08 (Spanish)
- The general admission packet includes the same Code Help card.
- Previously, the “5555” extension went through to an Avaya phone carried by the House Supervisors (evenings and nights) and Division Directors (days).
- Beginning 9/24/12, the “5555” extension will be answered by the operators, who will ask the patient or family member if this is a medical emergency.
 - For medical emergencies, a MATT will be activated by the operator, followed by a call to the facilitator's Vocera phone.
 - If the call is a non-medical emergency, the operator will not activate the MATT team, but will notify the facilitator that there is a patient or family concern and the location.