

Are you worried or concerned?

Escalation of care is a communication process that enables you as a patient, carer or family member to share your concerns with us. Our staff are responsible for responding to your concerns in an appropriate manner and time frame.

Talk to your nurse or doctor

**Ask to speak to the
Hospital Coordinator**

They can be contacted through
03 9549 6327

**If you are not satisfied with the
response ask to speak with the
Executive on call**

© Aurora Healthcare Pty Ltd 2026

