

AMBER CareBundle Information

This leaflet aims to answer your questions about what the AMBER care bundle is. It explains how we use it to keep you informed about your condition and give you the best possible support with any decisions you need to make. If you have any further questions, please speak to the CareFlight doctor, nurse or paramedic caring for you during your transport.

Who is the AMBER care bundle for?

Sometimes, despite our best efforts, treatments do not give the results we would hope for and a person's recovery may be uncertain. When we are concerned about this, the AMBER care bundle can help to make sure that all our staff know about the patient's condition and are working together to give the best possible care and support.

Some people in this situation may recover from their current illness. Some people, however, may not respond to treatment and further discussions may be needed. The AMBER care bundle is not about stopping treatments but aims to keep the patient and their relatives or carer's up to date with what is happening. It ensures staff talk to patients and those close to them about treatment options and how they want to be cared for.

What does the AMBER care bundle mean for me?

We will monitor you closely during your transport. This will allow us to respond quickly to any changes in your condition.

We will keep you up to date with any changes in your condition and your treatment, so you can be actively involved in your care.

You will also be given the opportunity to discuss how you would like to be cared for in the event your condition deteriorates. You can talk to us about any other wishes or concerns you have.

With your permission, we can also include your family, carers or friends in these discussions prior to departure, and make sure they are updated regularly during the transport where possible.

Who should I contact if I have any further questions about this?

If you have any further questions about the AMBER care bundle and what it means, please ask the CareFlight doctor, nurse or paramedic who is caring for you. There is also a Senior Retrieval Specialist doctor who is overseeing your transport from our coordination centre. They are also available to speak with yourself or your family if our transport team is unable to answer any of your questions.

FEEDBACK

We welcome compliments, comments, concerns and complaints in order to ensure we continue to provide high quality care to you. You can raise anything from comments to complaints with the professional delivering your care, or alternatively by contacting us.

If you need an interpreter or information about your care in a different language, please contact us.

CONTACT US

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