

Condition HELP (H), Rapid Response Team

UPMC is dedicated to making the hospital a safe place for patient care to happen.

As a response to providing the best care to our patients, we created a Condition H call.

Condition H was created to address the needs of the patient in the case of an emergency or when the patient is unable to get the attention of a healthcare provider. This call will provide our patients and families an avenue to call for immediate help when they feel they are not receiving adequate medical attention in an emergent situation.

When to call

- 1.If a noticeable medical change in the patient occurs that needs immediate attention and the health care team is not recognizing the concern.
2. If there is a breakdown in how care is being given and/or confusion over what needs to be done for the patient in an emergent situation.

To access Condition H, please call 3-3131 from a hospital phone. The operator will ask for caller identification, room number, patient name and patient concern. The operator will immediately activate a “Condition H” where a team of medical professionals are alerted and will arrive in the room to assess the situation. Additional clinical supports will be called in as needed.

In offering our families the Condition H option, we want you to know that you are our partners in care. If you have any questions, please discuss them with one of our healthcare providers.