

# Condition H

(Condition Help)

## Condition H

Shadyside Hospital is building the hospital of the future with the help of patients and families we care for. We believe in teamwork and ask that you be a part of our team when visiting your loved ones.



### UPMC Shadyside

Part of UPMC Presbyterian Shadyside

5230 Centre Avenue  
Pittsburgh, PA 15232

The Condition H Brochure is provided by the Josie King Foundation.



The Josie King  
Call Line

A *HELP* line for Families



## Dial # 3-3131

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### The Josie King Story

Josie King, an 18 month old little girl, died in 2001 from medical errors at one of the best hospitals in the country. Josie was the sister of Jack, Relly, and Eva and beloved daughter of Tony and Sorrel. She died as a result of a series of hospital errors and poor communication.



*Listening to Sorrel King tell her tragic story left a lasting impression with me – ‘if I would have been able to call a Rapid Response Team, I can’t help but think Josie would be here today.’ – providing the highest quality care for patients and their families is UPMC Shadyside’s history. I knew that we had to bring a family life line (Condition H) to our patients.*

Tami Merryman  
Vice President  
Patient Care Services



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At UPMC Shadyside, we are leading the national focus on eliminating system problems that affect delivery of care. As a response to providing the best care to our patients, we created a Josie King Call Line – Condition H. Josie’s mother, Sorrel King, worked with UPMC Shadyside to design how this valuable resource will work in health care.)

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

Condition H was created to address the needs of the patient in 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 a resource to call for immediate help when they feel they are not receiving adequate medical attention.

### When to Call

1. If a noticeable medical change in the patient occurs 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.

To access Condition H, please call 3-3131. 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.

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