



Virginia Mason Medical  
Center  
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VirginiaMason.org



**F**amily  
**A**ctivated  
**S**afety  
**T**eam

At Virginia Mason we believe in teamwork. You and your family are our most valuable team members.



Dial **6-FAST** (63278) from any hospital telephone.

## WHAT IS **FAST**?

The Family Activated Safety Team (**FAST**) provides you with extra help when you have concerns about your own care or the care of a family member.

By dialing **6-FAST** (63278) from any hospital phone, you and your family member will receive a quick response. Within minutes **FAST** members will arrive to your room to address your needs.

Providing safe, quality care for you and your family is Virginia Mason's top priority. If you feel that anything is compromising your care, please speak up. Let our staff know your concerns.



## WHEN TO CALL THE **FAST** HOTLINE?

1

If there is a noticeable medical change in you or your family member and you feel the care team is not recognizing or addressing the concern.

2

If there is a breakdown in how care is being given and/or confusion over what needs to be done.

## HOW TO CALL THE **FAST** HOTLINE?

You can trigger **FAST** by dialing **6-FAST** (63278) from any hospital phone. The operator will ask for:

- Your name
- The patient's name and room number

The operator will immediately activate a team that will arrive in minutes to your room to address your needs.

Remember, your concerns are always our concerns.