



## Condition Help

A Patient Safety Hotline

Northern PA/Western NY

Condition Help is a 24/7 patient safety hotline that patients or support persons can call when there is a medical emergency in their hospital room.

### **Call Condition Help When:**

- There is an emergency and you cannot get the attention of hospital staff.
- There is a change in the patient's condition and the health care team is not recognizing the concern.
- There is a communication breakdown in how care is given or uncertainty over what needs to be done.

**If you think something may be wrong, please do not hesitate to contact Condition Help.**

# Condition Help Phone Numbers

**UPMC Chautauqua:**  
**716-487-0141**

**UPMC Hamot:**  
**814-877-3333**

**UPMC Kane:**  
**814-837-8585**

**UPMC Northwest:**  
**814-676-7901**

## When You Call:

- Give the patient's name, room number, and the reason for your call.
- A team of medical professionals will be alerted and respond right away.

## The Josie King Story

Josie King, an 18-month-old 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 the beloved daughter of Tony and Sorrel. She died because of a series of hospital errors and poor communication. Though Josie was not a UPMC patient, UPMC honors her memory through Condition Help.