

When a patient wants to say thank you, how can you help them take the next step?



1. Listen

Notice when a patient or family member expresses gratitude or asks how they can help.



2. Acknowledge

Acknowledge their expression of thanks and let them know their gratitude matters.



3. Refer

Connect them with your team at the Foundation who will continue the conversation.

How to contact the Foundation to refer a patient

CALL **1800 501 269**
HOSPITAL SWITCH **3139 4000** Ask to be connected to the Foundation
TEXT **0458 318 300**
EMAIL **info@tpchfoundation.org.au**

After hours? Leave us a message and we'll be in touch the next business day.



TPCH Staff Resource

Learn more about the
Foundation's Grateful
Patients Referral Program

**Every referral is voluntary and based on patient choice.
Patient privacy, consent and trust underpin every interaction.**