

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

Patients and families often express gratitude for the care they or a loved one has received and ask how they can give back. The Grateful Patients Referral Program provides a simple and appropriate way for you to respond to these conversations and, where appropriate, connect patients and families with your colleagues at The Prince Charles Hospital Foundation.

This isn't about you asking for donations. It's about listening when gratitude is expressed and helping patients and families who want to say thank you take the next step, whatever that may be.

## What to do when a patient expresses gratitude



### 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

Referring a patient or family member is simple. Use whichever method is easiest for you. The most important thing is that the referral reaches the Foundation as soon as possible so we can respond in a timely and respectful way.

**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.**