Pam Pratt commenced nursing many years ago and has worked in a variety of settings from country health services throughout South Australia, to large tertiary hospitals in metropolitan Adelaide. She is passionate about improving the country patient journey and the rights of country consumers to have the same access to health care as metropolitan clients. This has involved participating in the setting up of cardiac rehabilitation programs, sleep clinics, CPAP clinics and the Rural Burns Link Nurse Program in country South Australia, which all assist in providing services for country clients closer to home. Pam was awarded Honorary Life Membership of the Australian and New Zealand Burns Association for promoting burns awareness in rural areas. Currently she holds the positions of Patient Liaison Network Coordinator for Country Health SA Local Health Network and Patient Liaison Officer/Burns Link Nurse at Strathalbyn and District Health Service. The establishment of the Patient Liaison Network, comprising key patient liaison contacts in country health centres and rural liaison contacts in metropolitan hospitals, has improved communication and provided a vital network for country patients. Members of this network are actively seeking opportunities to improve the country patient journey and avoid hospital admissions, especially into metropolitan hospitals.