



Ryan's story

Ryan Saunders, pictured above, was nearly three years old when he tragically died in hospital. His death was found to be in all likelihood preventable. Staff did not know Ryan as well as his mum and dad knew him. When Ryan's parents were worried he was getting worse they didn't feel their concerns were acted on in time.

Ryan's Rule has been developed to provide patients of any age, families and carers with another way to get help.

For a brief video on Ryan's Rule, scan this QR code:



To learn more, go to:

www.health.qld.gov.au/ryans-rule

For more information, speak with your nurse.

Developed by Patient Safety and Quality, Clinical Excellence Queensland with clinicians and consumers.

This patient information brochure assists Hospital and Health Services to meet the National Safety and Quality Health Service Standards (second edition).



Partnering with Consumers

Consumers and/or carers provided feedback on this publication.



Recognising and Responding to Acute Deterioration

Patients, families and carers are able to initiate an escalation of care response.

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Ryan's Rule Process

Do you feel you or your loved one's condition has worsened, and you are now more worried?

We need to know.

We acknowledge that you know your loved one better than anyone.

If you have these concerns about your or your loved one's health condition, you are encouraged to seek assistance by following the steps inside this brochure.

Ryan's Rule is not for General Complaints

This hospital supports Ryan's Rule.

Requesting a Ryan's Rule Clinical Review will not impact on the care delivered.

Who can use Ryan's Rule?

- All patients
- Families
- Guardians
- Carers.

What to expect when you raise Step 1

After you raise your concern with your nurse or doctor, they will attempt to address the problem and resolve the issue.

What to expect when you raise Step 2

If you are still concerned after the interventions at Step 1, let the nurse in charge of the shift know, and they will personally review you. If they can't solve the problem, they will escalate your concern to your treating medical officer.

Please let the nurse in charge know if you are still not satisfied after activating Step 2 to see if they can do anything else to address the issue before requesting a Ryan's Rule Clinical review in Step 3.

This is not a General Complaint Process.

Please advise staff if you have a general complaint and they will assist you with the correct process.

www.qld.gov.au/health/contacts/complaints



Ryan's Rule Steps

Step 1:

Your health condition has worsened and you are worried.
Talk to a nurse or doctor.



Step 2:

If after Step 1 you are still worried, ask to speak to the nurse in charge.



Step 3:

After doing Steps 1 and 2, you are not satisfied and you are feeling no better, call 13HEALTH on 13 43 25 84 and ask for a Ryan's Rule Review.



13Health will ask you for the information below:

- Hospital name
- Patient's name
- Your contact phone number.

13HEALTH will ensure that you have completed Steps 1 and 2 and then transfer your call to a senior clinician to arrange a timely review.