

# What is Ryan's Rule?

Ryan's Rule is a process that encourages you to raise your medical concerns with your healthcare team, when you feel like you're not getting better and you feel you are not being heard.

The nurse, midwife or doctor in charge of your care may not know how you're feeling. That is why it is important for you to let them know so they can give you the best care that you need.

You can ask for Ryan's Rule for yourself or the person you are looking after. If you are a First Nations person, you can ask your liaison officer to help you.



## Here are three (3) steps to follow if you need to ask for Ryan's Rule.

### STEP ONE

If you have concerns that your health condition is getting worse or not improving as expected.

Speak to your nurse or doctor.  
Tell them how you feel.

### STEP TWO

If you are not satisfied that your concerns have been addressed.

Ask to speak to the nurse in charge of the shift or the doctor on duty.

### STEP THREE

If you have followed **STEP 1** and **STEP 2**, and you are still not satisfied your concerns have been addressed request a Ryan's Rule Clinical Review.

Call 13 HEALTH (13 43 25 84) and ask for a Ryan's Rule Clinical Review. You can ask a hospital staff member, or your liaison officer to help you make the call.

**Always remember that asking for a Ryan's Rule Clinical Review will not affect the care you are given.**

This is a way to make sure that you get the right care at the right time.

## What happens when you call 13 HEALTH (13 43 25 84)?

When you make the call, you need to let the operator know the following:

- The hospital's name
- Caller and / or the patient's name
- Patient's ward and bed number
- Your contact phone number.

13 HEALTH will arrange for a Senior Doctor or Nurse to review you in hospital.

**Ryan's Rule should NOT be used for general complaints. If you do have one, let the ward staff know so that they can help you.**

