Your Voice
Escalating health concerns

Are you concerned that your health or your loved one’s health condition is getting worse and you feel you are not being heard?

We encourage you to seek assistance by following these three steps:

1. **First step**
   If you have concerns that you or your loved one’s health condition is getting worse or not improving as expected.
   Speak with your Nurse or Doctor.

2. **Second step**
   If you are not satisfied that your concerns have been addressed call 3631 7400.
   Ask for an escalation to the Duty Nurse Manager.

3. **Third step**
   If you are still not satisfied your concerns have been addressed request an escalation.
   This can be done by speaking to your Duty Nurse Manager.
   You/your loved one will be transferred to the nearest Emergency Department via the Queensland Ambulance Service for further assessment and care.