Developed by Metro North Hospital and Health Service with clinicians and consumers.

This patient information brochure assists to meet a number of the National Safety and Quality Health Service Standards including:

- partnering with Consumers and/or carers provided feedback on this publication
- recognising and responding to Clinical Deterioration in Acute Health Care Enabling patients, families and carers to initiate an escalation of care response.

This brochure has been adapted and developed following the principles outlined in Ryan's Rule.

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 acknowledge that you know your health or your loved one’s health better than anyone. You may feel your health concern is not being acted upon.

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.
Escalating your concerns
Community and Oral Health supports your right to raise your concerns, similar to other Metro North Hospitals. In hospitals escalating your concerns is called Ryan’s Rule.
At Community and Oral Health you have a voice and you can ask for an escalation of your concerns.
Asking for a clinical review will not affect the rest of the care you or your loved one receives.

Who can escalate a health concern?
• Patients/residents/consumers
• Family members
• Guardians
• Carers.

When to escalate a health concern?
Patients/residents/consumers
• When you feel your health condition is getting worse and you are worried.
Families, Carers or Guardians
• When your loved one is looking worse or is not doing as well as expected.
• When your loved one shows behaviour that is not normal for them.

When not to use this escalation process?
If you would like to make a complaint please speak to your nurse about your concern or use a ‘Have Your Say’ form.

Steps to escalating a health concern

1. First step
   If you have concerns that your health condition/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.
   and ask for an escalation of your concerns to the Duty Nurse Manager.

3. Third step
   If you are still not satisfied request an escalation of your concerns.
   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.