

Are you concerned?

Better and fairer care.
Always.

Do you think a patient in hospital is getting worse, not improving, or not doing as well as expected?

As the patient, family member or carer, you may be the first to detect a change before it becomes obvious, so it is important you “Let Us Know”.

Step 1 Speak with your nurse or doctor

- Speak with your nurse or doctor. They will listen to your concerns and make a plan of care with you.
- If you remain concerned, go to **Step 2...**

Step 2 Speak with the nurse in charge

- Speak with the nurse in charge. They will work with you to resolve your concerns.
- If you still have concerns, go to **Step 3...**

Step 3 Call 3326 3560 or 3326 3650

- Ask for an urgent **clinical review**.
- Have your ward and room number ready.
- You may be asked some questions about your concerns.
- A senior clinician will visit you and make an assessment.

By working with you, we can hear and respond to your concerns in a timely manner.



**ST VINCENT'S
PRIVATE HOSPITAL**
NORTHSIDE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

Our escalation program “Let Us Know” has been created to align with Ryan’s Rule, developed by Queensland Health.



Developed in consultation with our consumers