



Are you worried?

Do you think a patient in the 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 by following the below steps.

Step 1: Speak to your nurse or doctor

- Speak directly to your nurse or doctor who will make an assessment and discuss your concerns.
- If you remain concerned - please advance to **Step 2**.

Step 2: Speak to the nurse in charge

- Speak to the nursing team leader who will work with you to resolve your ongoing concerns.
- If you still have concerns - please advance to **Step 3**.

Step 3: Call 3240 1206

- Please ask for an urgent **clinical review**.
- Have your ward and room number ready. You may be asked some questions to help us respond to your concerns.
- A senior clinician will visit you and make an assessment.

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

This escalation tool has been created to align with Ryan's Rule, developed by Queensland Health.