



Ryan's story

Ryan Saunders, *pictured above*, was nearly three years old when he tragically died in hospital. His death was found to be in all likelihood preventable. Staff did not know Ryan as well as his mum and dad knew him. When Ryan's parents were worried he was getting worse they didn't feel their concerns were acted on in time.

Ryan's Rule has been developed to provide patients of any age, families and carers with another way to get help.

For more information, speak with your nurse.

Developed by the Patient Safety and Quality Improvement Service in conjunction with clinicians and consumers.

This patient information brochure supports a number of the National Safety and Quality Health Service Standards.

We would like to acknowledge ACT Government Health CARE resources in the development of this brochure.

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Ryan's Rule

for all patients, families and carers.

Ryan's Rule assists you to get help when you are concerned about a patient in hospital who is getting worse or not improving.



Ryan's Rule

Follows these steps to raise your concerns.

Step 1

Talk to a nurse or doctor about your concerns.

If you are not satisfied with the response.

Step 2

Talk to the nurse in charge of the shift.

If you are not satisfied with the response.

Step 3

Phone 13 HEALTH (13 43 25 84) or ask a nurse and they will call on your behalf.

Request a Ryan's Rule Clinical Review and provide the following information:

- hospital name
- patient's name
- ward, bed number (if known)
- contact phone number.

A Ryan's Rule nurse or doctor will review the patient and assist.



Who can call

- patients
- families
- carers.

When to call for help

Patients

- When you feel like you are getting worse and you are worried.

Families/carers

- When the patient is looking worse or is not doing as well as expected.
- When the patient shows any behaviour that is not normal for them.

Your hospital supports Ryan's Rule.

Ryan's Rule is not for reporting complaints.

Please contact hospital staff to make a complaint.