



# Ryan's Rule

## Social script

Use this social script with your carer or family member to understand how Ryan's Rule works when you are admitted in hospital.



I am admitted to hospital because I am not feeling very well.



The nurse gives my carer and I a Ryan's Rule brochure as soon as I am settled in bed.

The nurse explains to us what Ryan's Rule is about.



Ryan's Rule is a hospital service for patients, families, and carers.

My carer can use it to let my care team know if I am not getting better as expected or if I am getting worse, and we are not being heard.

My care team are the nurses and doctors in charge of my care.



**There are three steps to follow for Ryan's Rule.**



## **Step 1.**

If I am not getting better or if I start to feel worse, my carer can talk with the nurse about my condition.

The nurse will find out why I am feeling this way and let my carer know.



## **Step 2.**

If nothing has changed, my carer may ask the nurse in charge about my condition.



The nurse in charge will let my care team know about what is happening to me.

The doctor on duty will check me and will decide what is needed.





They will let my carer know about what is happening to me. The doctor may do some tests or try other ways to help me feel better.



If I am getting better and we are happy with the plan, they will continue with my treatment.



### Step 3.

If I am still not improving after following Step 1 and Step 2, my carer can call 13 HEALTH on **13 43 25 84** and ask for a Ryan's Rule Clinical Review.

This is a way to make sure that I get the right care at the right time.



## **What happens when my carer calls 13 HEALTH?**

A 13 HEALTH Customer Service Advisor will ask why my carer is asking for a Ryan's Rule Clinical Review. Some questions can be personal.

They will also ask questions about me, like:

- My name
- The hospital's name
- My ward and bed number
- My carer's name and contact phone number.



As soon as 13 HEALTH has the information they need, they will call the hospital and talk to the hospital staff member.



13 HEALTH will organise for a Senior Doctor or Nurse to review my condition in hospital.

If this is not possible because I am in a remote health centre, the staff can arrange for a telehealth review.

This is where you see and talk to a Senior Doctor or Nurse on the phone, computer or tablet.

**But I should not use Ryan's Rule  
if I have a general complaint.**

**If I have one, my carer should let the ward  
staff know so that they can help us.**



**Queensland  
Government**