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Subject: Increased wrongful Ryan's Rule calls

Dear Catherine

Doctors, particularly those in our busy EDs, are reporting increases in wrongful Ryan's Rule calls by patients, particularly since the introduction of the government's Open Hospitals portal. We have also confirmed these reports via one of our regular member polls, with over 57 per cent of doctors reporting people are using Ryan's Rule outside its set boundaries and less than 24 per cent using it appropriately.

Patients are frustrated that their wait time in ED is longer than that displayed on the Open Hospitals portal which, as you know, only displays the time from triage to completion of that initial triage assessment. When patients have been waiting a considerable time, often hours, yet haven't been seen by a doctor, they are wrongfully calling a Ryan's Rule.

This exacerbates already lengthy hospital wait times, wastes valuable clinician time and creates increased risk for occupational violence against burned out ED staff. We note we have already raised this issue with the Minister and Director-General and that media reports show nursing groups have now expressed alarm that the portal is causing violence against their nurses.

It is imperative that Queensland Health urgently update the portal to include additional wait time metrics that are meaningful to patients, especially the time to be seen by a doctor. We have now called for this on multiple occasions and there is no time to lose. Escalating violence and aggression and wrongful Ryan's Rule calls do nothing but waste hospital resources and further burn out our hardworking ED staff.

We are open to meet to discuss this issue further if that would be helpful to your team.

Yours sincerely



Dr Nick Yim

President

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Dr Brett Dale
Chief Executive Officer
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