

Be Our Partner for Better Health Care

There are many checks in place to keep you safe and prevent errors while you receive health care. You and your family can also help.

Be a Part of Your Care

- Be a part of all decisions. Make sure that you understand and agree with your care.

Ask Questions

- Ask questions and voice concerns.
- Write down questions to ask when your doctor visits.
- Expect clear, simple information that you can understand. If you do not understand or you have trouble reading, ask the staff to tell you again. Be sure you understand any medical terms or abbreviations.

Tell Us About Your Needs

- Tell the staff about your health care needs. Many people may be helping with your care, and you may need to tell people more than once.
- Ask for an interpreter. This is a free service to you.
- Tell the staff about special beliefs or customs for your care.
- Tell the staff about foods you should not eat.
- Give us a copy of your living will or Health Care Power of Attorney.

Expect Good Care

- Check with your nurse about how active you should be.
- Do not be afraid to ask for a second opinion.
- Expect the staff with respond quickly to alarms.

Get Help

- Ask a family member or friend to be with you. This person can help learn the information, ask questions, speak up for you, and help you get good care.

Learn About Your Treatment

- Learn more about your condition and treatment choices. Ask for information in print in your language.
- Get the results of any test or procedure. Find out what the results mean for your care.

为了更好的医疗请与我们合作

当您接受医疗时，为了您的安全并为了避免错误，有许多事项可作查对。您和您的家庭也能帮忙。

参加对您的医疗

- 对所有的决定都参与。确定您理解并同意对您的医疗。

请提问

- 请提问并将关注事宜讲出来。
- 写下作诊访时要问的问题。
- 期望得到您能理解的清楚简单的信息。如果您不理解，或阅读有困难，请要求医疗人员再告诉您一次。确定您理解任何医学词汇或缩略词。

告知我们您的需求

- 请告知医疗人员您的医疗需求。可能有许多人帮助进行您的医疗，您可能需要不止一次地告诉大家。
- 要求一位翻译。这是对您的一项免费服务。
- 告诉医疗人员有关您医疗的特别信仰或习俗。
- 告诉医疗人员您忌吃的食物。
- 给我们一份您的生前遗嘱或一份医疗委托书。

期望好的医疗

- 询问护士有关您应当保持何种活动水平。
- 不要害怕征求第二意见。
- 期望医疗人员对警铃迅速回应。

得到帮助

- 要求一位家人或朋友和您在一起。此人要能帮助了解信息、提问、为您讲话并能帮助您得到好的医疗。

了解对您的治疗

- 更多地了解您的状况和治疗选择。索要以您母语打印的信息。
- 得到任何测试或程序的结果。了解这些结果对您的医疗意味着什么。

- Before a test, procedure or surgery, make sure you understand:
 - What is to be done.
 - What you need to do before and after.
- Help to mark the place on your body where you are to have surgery.

Discuss Your Medicines

- Always carry a list of the medicines that you take. Be sure to include any over the counter medicines, vitamins, herbs, teas and home remedies you use.
- Learn what your medicines are for.
- Let your doctors and nurses know of any allergies you have to medicines or foods, including over the counter products. Let them know the type of reaction or side effects you have.
- Make sure your nurse checks your identification (ID) band or wristband before you take any medicine.
- If you are not sure what medicines you are being given, ask what they are and what they are for. The medicines you take in the hospital may be different or look different from what you take at home.
- If you notice any new side effects after starting a medicine, tell your nurse, doctor or pharmacist.

Prevent Infection

- Hand washing or the use of alcohol hand sanitizer is the best way to limit the spread of infection.
- Expect the staff will wash their hands before providing care. If you do not see the staff washing their hands, ask them.
- Ask visitors to wash their hands and not to visit if they have a cold or feel ill.

Be Aware of Identification

- Wear your ID band at **all** times. Make sure your name and date of birth are correct.
- Expect that the staff will check your ID band before giving any medicine or treatment.

Talk to the staff if you have any questions or concerns.

- 在测试、程序或手术之前，请确定您理解：
 - 要做什么。
 - 之前和之后要做的事。
- 帮助在要做手术的身体部位标上记号。

讨论您的药物

- 总是携带一张您服用的药物清单。请确定包括任何柜台即买药、维生素类、草药、茶和您使用的家庭药物。
- 了解您的药物是什么用途。
- 让您的医生和护士了解您对药物或食物有什么过敏反应，包括柜台即买产品。让他们知道您有何种类型的反应或副作用。
- 在您服用任何药物之前，请确定您的护士检查您的身份识别 (ID) 环带或手腕带。
- 如果您不确定您所给的是什么药，请询问是什么药及其用途。您在医院中服用的药可能与在家中服用的不同或看起来不一样。
- 如果您在开始用新药之后注意到有任何新的副作用，请告知您的护士、医生或药剂师。

防止感染

- 洗手或使用酒精洁手液是限制感染散布的最好方法。
- 期望医疗人员在提供医疗之前先洗手。如果您未看到医疗人员洗手，请要他们洗。
- 要求访客洗手，他们若患感冒或生了病，请他们不要探访。

要对身份识别有意识

- 请**务必**佩戴您的身份识别环带。确定您的名字和出生日期是正确的。
- 期望医疗人员在派任何药物或治疗之前先检查您的身份手腕带。

如有任何疑问或关注事宜，请告知您的医生或护士。

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