

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.

- 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.