

S

Speak up if you have concerns. You are the one who knows most about your health.

A

Ask questions and keep asking until you have all of the information you need. Make sure your health care provider explains your care in a way you understand. Do not be afraid to ask if you do not understand.

F

Family or friends can come with you for support, provide information or ask questions when you are not feeling well.

E

Educate yourself Find out about your condition and what you can do to improve your health.

T

Tell others Talk to others about patient safety and what you can do to stay safe.

Y

You can help by being an active member of your health care team.

Partners in your health

Central Health is committed to patient safety but we need your help. You can help by taking an active role in your ***SAFETY.***

If you have a concern about your safety, make sure you talk to a staff member.

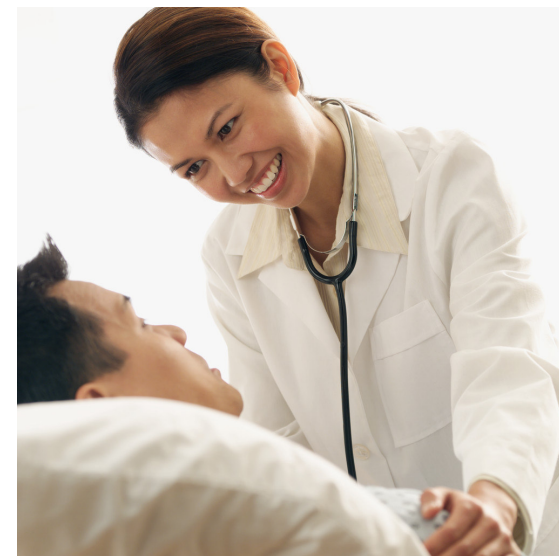
This publication has been adapted from Western Health and developed in consultation with the departments of Corporate Improvement and Corporate Communications.

2013



Central Health

YOUR SAFETY IN HEALTH CARE



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YOUR SAFETY IN HEALTH CARE



Everyone has a role to play...

Providing safe, quality health care is a priority for Central Health. We work together as a team and **YOU** are an important member of this team.

Central Health has many patient safety programs in place to ensure safe care for patients/clients/residents and act to improve the quality of care that we provide.

Risks to safety

There are three common risks to all patients which are *medications*, *infections* and *falls*. Here are some tips that you can follow to help lower your risk.

Medications

- ✓ Know what medications you are on and why. Keep a list of the name, strength and how often you take your medication. Remember to include all over the counter medications as well as vitamins and herbal remedies.



- ✓ Bring all your medications with you when you go to the hospital or a medical appointment.
- ✓ Always keep your medications in the bottles they came in.

- ✓ Inform your health care provider if you are taking medications in a different way than prescribed.
- ✓ Tell your health care provider if you have had any allergies or bad reactions to medications.
- ✓ Ask for a list of all medications you should be taking when you leave the hospital.
- ✓ You should know how long you will be on the medication. You need to know how you can tell if the medication is working and if you are having any side effects.
- ✓ Talk to your health care provider if you have any questions or concerns about your medications.

Infections

- ✓ Hand washing is the single most important thing you can do to stop the spread of infections.
- ✓ You may use soap and water or a waterless hand washing solution. Either method is available to you throughout our facilities and clinics.
- ✓ It's okay to ask your health care provider if they have washed their hands before providing your care.



- ✓ Cover your mouth and nose with a tissue when you cough or sneeze; place the tissue in the garbage and then wash your hands.

Falls

- ✓ Ask for help if you need assistance to use the bathroom or sit/stand up.
- ✓ Make sure your footwear has nonskid soles and fit properly.



- ✓ Let your health care provider know if you need assistance (e.g. wheelchair, walker, cane) to help you move safely.
- ✓ If you feel dizzy or weak, do not try to move on your own. Ask for help.
- ✓ Make sure the area around you is not cluttered and that you can move around easily.

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