

Your healthcare, your safety, your voice

Patient safety starts with you!



As a patient of Central Health, YOU
are the most important member
of the healthcare team.

It's OK to ask!

Everyone has questions about their health and healthcare services. Ask questions if anything is unclear or confusing. Your healthcare team wants to help you by answering your questions.

1. It is important that you:

- ◆ Let us know how you are doing
 - ◆ Ask questions about your care
 - ◆ Identify any safety concerns you have
 - ◆ Provide input into your care
 - ◆ Tell us how we can improve the care we deliver.
- Share any concerns you may have



2. Be involved in your healthcare

- ◆ Be an active member of your healthcare team
- ◆ Speak up if you have any questions or concerns
- ◆ Understand your medical problem (diagnosis)
- ◆ Be prepared for your medical treatment
- ◆ Understand the treatment or test you are having and any known risks
- ◆ Know your medications and how to take them
- ◆ Know what to do when you go home
- ◆ Pay attention to what is happening around you



Some questions you may want to ask

- *Can you tell me more about my medical problem?*
- *What is the purpose of this test or treatment?*
- *What should I do when I go home?*
- *Who should I call if I have any questions?*
- *Do I have to take this medication at a certain time?*

3. Inform your healthcare team about your:

- ◆ current health condition
- ◆ ongoing illnesses or concerns
- ◆ past illnesses and treatment
- ◆ medications - prescription and over-the-counter
- ◆ recent surgery or visits to the hospital
- ◆ family medical history
- ◆ allergies and any bad reactions to medicine or food
- ◆ history of tobacco, drug and alcohol use



It is important to tell your healthcare team everything that you can, even if you think it is not important.

4. Bring all your medications with you to the hospital and to all medical appointments. This includes:

- ◆ prescriptions
- ◆ over-the-counter medication
- ◆ medication samples from your doctor
- ◆ vitamins and supplements
- ◆ herbal remedies



Remember...

- ◆ Always bring your medication in the original bottle
- ◆ If you are unable to bring your medications with you, bring an updated list of everything you take
- ◆ Ask your healthcare provider about the medications you are taking in hospital and the reason for taking them
- ◆ If a medication looks unfamiliar, don't take it until you know what it is



5. Help us make sure you are the right person

- ◆ Be sure your healthcare team member identifies you before they provide care to you
- ◆ Two methods of identification must be used every time you receive care, for example your full name and date of birth
- ◆ Remind your healthcare provider to use two methods of identification if they forget
- ◆ Check your armband to ensure the information is correct and wear it at all times while in the hospital
- ◆ Make sure your armband is visible for your healthcare team member to see



Know your healthcare provider

- ◆ Look for your healthcare team member's ID badge.
- ◆ Ask to see their name tag if it is not visible.



6. Hand washing prevents infection

- ◆ Ask your healthcare provider to wash their hands before providing your care
- ◆ Wash your hands upon entering or leaving a health facility or when hands are soiled
- ◆ Use alcohol rub for 15 seconds or soap and water for 20-30 seconds to prevent transmission of germs



7. Your healthcare provider believes in being open and honest

- ◆ You have the right to know if you experience any harm from the care or treatment you receive
- ◆ It is your right to be informed of any negative impact a treatment may have on your health
- ◆ We believe that patients and families deserve an apology for any unanticipated harm

Patient safety is our priority

Central Health has many programs to promote patient safety

Falls prevention program

Hand washing campaign



Medication safety programs



Infection prevention and control programs

Speak up, ask questions and participate in receiving safe and quality healthcare



**Safety
is Central**
*making patient safety
our commitment*

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