

# STANTON TERRITORIAL HEALTH AUTHORITY



## *Safety for Patients*

### *Tips for Patients*

#### **Ask Questions**

Ask questions about your care if you have concerns. Keep asking until you feel you understand what is happening to you. Sometimes having a friend or relative with you will help you to understand the information given to you.

#### **Write It Down**

Write down information and questions you may have. If it is written information and, you need a translator or you can not read please, let someone involved with your care know so they can help you.

#### **Medicines**

Tell your Healthcare Team members what medicines you are taking, even if they are not prescription medications. Don't forget about herbal medications or traditional medicines. Make yourself a list to carry with you.

Make sure you can read the medicine labels and understand the directions on them.

Make sure you know the name of the medicines prescribed and can read the prescription.

If the medicine looks different in size or colour from what you were taking before, please ask to make sure it is the right medicine for you.

Try to get all your medications from one pharmacy. This will help ensure that medicines will not interact. If you cannot get all your medications from one pharmacy, please let your Pharmacist know about all of your other medications.

Let your Doctor know if you are seeing more than one Doctor as well as what test and medications may have been ordered.

Take all your medications as ordered and, if you have any reactions, please advise someone in your Healthcare Team immediately.

#### **Know Your Healthcare Team**

Ask people involved with your care their names and roles. Do not be afraid to ask why they are involved with your care and make them aware of any changes or concerns you may have.

## **Tests and Procedures**

You have the right to ask why test and procedures are being done. What is the purpose of them? What are the risks and benefits of the tests and procedures and are there any alternatives available to you?

When tests and procedures are done, please ask about the results and what that means for your care.

## **Stop Germs**

Washing your hands frequently and, asking your visitors to wash theirs when they come and go, will help stop the spread of germs. Do not be afraid to remind members of your Healthcare Team if they forget.

## **Clarify Medical Care**

Make sure you and your Healthcare Team are all aware and agree on what treatment you are to receive. Making sure we are all hearing and interpreting information the same will help us provide the best possible outcome for you.

## **Participation in Care**

Be involved with decisions about your care both in hospital and at home. Ask for or write down discharge instructions in a manner you can understand.

## **Be Aware of Your Environment**

Be aware of your environment while in hospital. There may be spills or equipment that may cause you to slip or fall. Watch where you are going and watch for others as well. Remember that in winter snow can be easily tracked in and the floor can be slippery. Make sure you have adequate footwear or equipment to help you get around. If you need help to move around, ask for it. We would only be too happy to help you.

## **Let Us Know**

Let us know if you have allergies or reactions to medications and treatments, or if you have concerns or questions.

## **Ask Questions**

To help you better understand your health, ask the following three questions every time you speak with a member of your health care team.

**1. What is my main problem?**

**2. What do I need to do?**

**3. Why is it important for me to do this?**