



BE OUR PARTNER FOR BETTER HEALTHCARE

There are many checks in place to keep you safe and prevent errors during your stay with us. You and your family can help, too.

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 you would like to ask your doctor when he visits.
- ❖ Expect clear, simple information that you can understand. If you do not understand something or if you have trouble reading, ask the staff to explain it to you. Be sure that you understand all medical terms and abbreviations used during your care.

Tell us about your needs

- ❖ Tell the staff about your health concerns. Many people may be involved in your care, so you may have to repeat things more than once.
- ❖ If you do not speak English, ask for an interpreter; one will be provided for you at no charge.
- ❖ Tell the staff about any beliefs or customs that might be related to your care.
- ❖ Tell the staff about any foods that you should not eat.
- ❖ Give us a copy of your living will or healthcare Power of Attorney, if you have one.

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 to respond to alarms quickly.

Get help

- ❖ A friend or family member can help you by learning information, asking questions, speaking up for you, and helping to ensure that you get good care. Also, if our patient count permits it, a friend or family member may spend the night with you, if you wish.

Sterling Surgical Hospital

BE OUR PARTNER FOR BETTER HEALTHCARE (cont)

Learn about your treatment

- ❖ Learn as much as you can about your condition and treatment choices. If you do not speak English, ask for information printed in your language.
- ❖ Get the results of any test or procedure. Find out what the results mean.
- ❖ Before any test, procedure, or surgery, make sure that you understand:
 - ❖ What is to be done and why.
 - ❖ What you need to do before and after.
- ❖ If you are having surgery, help to mark the surgical site on your body.

Discuss your medicines

- ❖ Always carry a list of the medications that you take. Be sure to include any over-the-counter medicines, vitamins, herbs, teas, and home remedies that you use.
- ❖ Learn what your medicines are for.
- ❖ Let your doctors and nurses know of any allergies that you may have to any foods or medicines, including over-the-counter products. Let them know about the type of reaction or side effects that you have had.
- ❖ Make sure that your nurse checks your identification (ID) band or wristband before giving you 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 than the medicines you take at home.
- ❖ If you notice any side effects after starting a medicine, tell your nurse, doctor, or pharmacist.

Prevent Infection

- ❖ Washing your hands or using a hand sanitizer with alcohol is the best way to limit the spread of infection.
- ❖ Expect staff members to wash their hands before providing care. If you do not see staff members washing their hands, ask them about it.
- ❖ Ask visitors to wash their hands upon entering your room. Ask potential visitors not to come if they are sick (cold, flu, etc) or do not feel well.