



Take an active role in your health care and safety!

For more information on hospital patient safety, please speak with a member of your health care team.

While in Hospital

We consider you a partner in your hospital care.

While in hospital, we kindly ask that you:

- **Send home** any valuables with a family member or caregiver (e.g. jewelry, money, electronics, etc.). Patients are responsible for personal items they keep in their room.
- **Respect the hospital's visiting hours and guidelines** and please be considerate of other patients and ensure that your visitors are as well.
- **Respect** other people's property and that of the hospital.
- **Follow the hospital's rules**, including:
 - **Scent-Free Policy** - the hospital is a scent-free facility. We ask patients and visitors to avoid wearing perfumes, soaps, colognes and other scented products. There are also some restrictions on strong-smelling flowers.
 - **Smoke-Free Policy** - smoking is not permitted anywhere on hospital property. If you are having difficulty with not smoking, talk to your health care provider as they may suggest smoking cessation options.

Preparing to leave Hospital

Discharge planning begins when you are admitted. Planning for discharge involves members of the health care team, the patient and their family members or caregivers.

Before you are discharged, ask your health care provider about any necessary follow-up care. Patients, their family members and/or caregivers are encouraged to discuss discharge goals and needs with the health care team.

Once the physician has told you or your family that you are discharged from hospital, we ask that you make arrangements to leave by **11 a.m.** on the day of discharge.



Health PEI

Take an Active Role in Your Health Care



Ask • Listen • Talk
You CAN Participate in Your Care!

Patient Safety

Every member of your health care team is committed to providing safe and excellent care.

Your health care team may include physicians, nurses, occupational/respiratory/physical therapist, nutritionist, social workers, spiritual care providers and others.

As a patient you play an important role throughout each stage of your care and we encourage you to be more involved and *Ask, Listen* and *Talk* with members of your health care team while in hospital.

We are working toward a collaborative model of care that will have you, the patient, as the focus. You and your family are recognized as coordinators of your own care with assistance from members of your health care team.



Tips for Patients

Wear your ID bracelet while you are in hospital and make sure that the information on the bracelet is correct.

If you have any questions or concerns, talk with a member of your health care team, especially if something does not seem right as YOU are the expert on you.

Listen to EVERYTHING your health care provider tells you and **make sure** they explain your care in a way you understand.

Bring a family member or friend for support or to ask questions on your behalf when you are not feeling well.

Tell your health care provider if someone is helping you make health care decisions and introduce the person to members of your health care team.

Educate yourself about your condition – ask your health care provider about what tests are being recommended and why, and what your treatment options are.

Know what medications you are taking and keep an updated list that includes prescriptions, over the counter medications, vitamins, herbal supplements, ointments, inhalers, etc. Share the list with your health care provider.

Talk to your health care provider before taking a medication that does not look familiar to you.

Tell your health care provider about any allergies you have to medications, foods, etc.

Bring your rubber soled footwear and walking aids (e.g. walkers, canes, etc.).

Know the members of your health care team. Members of your health care team should also:

- Introduce themselves and explain their role
- Wear an ID badge
- Verify that you are the right person before providing care.

Ask your health care provider if they have washed their hands before providing care. As a patient, you should also wash your hands frequently, especially when entering and leaving your room.

Listen to, read and follow special instructions in order to prevent the spread of germs and infections. Instructions are posted outside a patient's room. If unsure, please **ask a staff member** before entering the patient's room.

Look for Transfer, Lift and Reposition (TLR) Guidelines at the head of your bed. TLR will:

- Ensure you are moved in a way that is safe and that best meets your health care needs.
- Reduce any risk of injury to you and to staff.

