

Help us keep you **SAFE**:

S

Speak up if things don't seem right or if you have concerns. **You** are the expert on you.

A

Ask questions. Make sure your health care provider explains your care in a way you understand.

F

For your benefit, it may be helpful to ask a support person, whether a family member or friend, to accompany you to provide support or ask questions.

E

Educate yourself. Find out about your condition, what your treatment options are, what you can do to improve your health. Know what medications you are on and keep an updated list with you.



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Modified from Ross Memorial Hospital's "Patient Safety – Partners in Health" brochure

Your Role in Patient Safety during your Hospital Stay

INFORMATION BOOKLET

Orillia Soldiers' Memorial Hospital
(705) 325-2201



Partners in Healthcare

Everyone at Orillia Soldiers' Memorial Hospital (OSMH) is committed to providing the highest quality care in a safe, efficient manner. We work together as a team and you are an important member of that team.

One of the most important ways you can ensure the highest quality health care is to be an active member of your care team. Be involved in the decision making process, ask questions and voice concerns so you can make informed decisions. Talk to your health care team about what risks could affect you, and learn how to avoid them. Our health care providers are open to your questions and concerns about your care.

You should understand as much as you can about all of the following:

- medical problem you have (your diagnosis);
- treatment, procedure or diagnostic test that you may have; and
- medicine you should take and how to take it.

Common Safety Risks

Three of the most common safety risks for patients are medications, falls and infections. You can help lower your risk by following these tips:

1. Medications

- Tell your health care provider about any allergies or bad reactions to medicines you may have had;
- Know what medicines (name, strength, and how often) you are on and why (include non-prescription medicines such as Tylenol, vitamins or herbal products);
- Make sure your health care provider identifies you correctly before giving you any medicine by checking your armband;
- Ask what the medicine is and its purpose;
- Ask questions if the medicine looks different;

- Ask for a list of all the medicines you are supposed to be on when you're discharged;
- Talk about any questions or concerns about your medicine (how to know if it's working, side effects, how long you'll take it);
- While in hospital, don't take medicines from home until it's approved by your doctor.

2. Falls

- Make sure you can reach the call bell if you are in a bed, chair, or bathroom to ring for help;
- Make sure you ask for help if you need to use the bathroom or sit/stand up;
- Wear slippers with non-skid soles that fit properly;
- Some medicines can make you sleepy or dizzy — know how they affect you;
- Work with your health care team to determine the best and safest way for you to walk, stand and transfer.

3. Infections

- Proper hand-washing is the best way to prevent infections;
- Make sure you, your family members and visitors all wash hands before entering and leaving your room (hand sanitizer pumps are located inside and outside of all patient rooms);
- Ask your health care providers if they have washed their hands before providing your care;
- Cover your mouth and nose with a tissue when coughing or sneezing and dispose of it in the garbage, then immediately wash your hands;
- If you have a prescription for antibiotics, finish all of it, even if you're feeling better.