1. Patient Identification
   - We will ask you who you are each time you come in for appointments, receive care, or have a procedure.
   - For example: before you have a blood test or before a nurse gives you medication.

2. Staff Identification
   - Is the staff person wearing a badge?
   - Can you read it?
   - If you cannot see a badge, ask the staff person to tell you who they are and what they do.

3. Patient Involvement
   - Involve your family or a friend in your care.
   - Do not be afraid to speak to your healthcare team if you have concerns about your care or safety.
   - Tell your healthcare team if you are having pain.
   - Either you or your family can tell your healthcare team if your condition worsens so that they can quickly respond.
   - Ask for results of tests or procedures.
   - Be sure you understand all instructions.
   - Ask questions about your care at home.
   - Know who to call if you have any questions or problems once you leave.
   - Call Patient Family Relations or the Joint Commission to express any concerns.

4. Preventing Medication Errors
   - **Medication Safety at Home**
     - Keep a list of ALL the medicine you take:
       - Prescribed medications
       - Aspirin
       - Herbal supplements
       - Vitamins
       - Others you buy at a drugstore
     - Bring your list of medications and allergies every time you visit your doctor’s office or hospital.
   - **Immunizations**
     - Influenza (flu) and pneumonia can cause serious illness. There are safe vaccines available.
     - While in the hospital or at your next doctor’s visit, ask your doctor if you need a flu and/or pneumonia shot.
   - **Medication Safety at the Hospital**
     - Your medications and your ID bracelet may be scanned to make sure you receive the right medicine. (Coming this Winter to Faulkner Hospital)
     - We use a computer to track all your medications.
     - Before you are given a medication, ask what it is and why you need it.
     - You will receive an updated list of all your medications before you go home.
     - Be sure you understand which medications you will be taking at home.

5. Preventing Falls
   - **Fall Prevention at Home**
     - Falls can happen any time, to patients of any age. Following these simple tips can help prevent falls.
     - **Make your home “fall” safe**
       - Get rid of throw rugs
       - Use a night-light
       - Use high watt light bulbs in hallways, bathrooms & stairwells
       - Use stair railings
     - **Always wear non-skid footwear**
   - **Adopt a healthy lifestyle**
     - Stay active
     - Limit alcohol
     - See your doctor
     - Have your medications checked
   - **Fall Prevention at the Hospital**
     - **Call for help**
       - If you are told not to get up by yourself, please use the call light and wait for a staff member to assist you.
     - **Keep personal items within reach**
       - Call light / TV remote
       - Telephone
       - Tissues
       - Eye glasses
     - **Take your time**
       - Sit up for a few minutes before standing to avoid getting dizzy.

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**Your Partners in Safe Care**

We Care About Your Safety

Patient safety is a team effort. Patients who take an active part in decisions about their healthcare tend to get better results. Here are some tips to help you protect your safety:

- Call or Ask
- Be Ask
- Do Ask
- Can you read it?
- If you cannot see a badge, ask the staff person to tell you who they are and what they do.

**Brigham And Women’s Hospital**
- Patient Safety Office: 617-732-7543
- Patient & Family Relations: 617-732-6636

**Faulkner Hospital**
- Patient Safety Office: 617-983-7449
- Patient & Family Relations: 617-983-7425

**Dana-Farber Cancer Institute**
- Patient Safety Office: 617-632-3291
- Patient & Family Relations: 617-632-3417

**Additional resource:**
- The Joint Commission
  - 800-994-6610

**Updated:** July 2009
6. Preventing the Spread of Germs

Germ Prevention at Home

Hand Washing
- Hand washing with soap and water or an alcohol-based hand rub, like Purell, is the best way to prevent spreading germs and illness.
- Wash your hands before & after:
  - Eating
  - Using a tissue for cough
  - Changing a child’s diaper
  - Going to the bathroom

Cover Your Cough
- To prevent spreading germs when you cough/sneeze, use a tissue or your sleeve to cover your mouth/nose.
- Always dispose of the used tissue in the trash and wash your hands.

Germ Prevention at the Hospital

Hand Washing
- Your healthcare team takes hand washing very seriously and follows strict guidelines.
- Do not be afraid to remind your healthcare team to wash their hands before caring for you.

Gown and Gloves
- Your healthcare team, and sometimes family members, may be asked to wear a gown and gloves to help prevent the spread of germs.

7. Preventing Surgical Infections

Before Surgery
- Tell your doctor about any other medical problems (e.g. allergies, diabetes, and high blood pressure).
- Quit smoking
- Do not shave near your surgical site.
- Ask your surgeon whether you will receive antibiotics before surgery.

Infection Prevention at the Hospital
- The surgery team will wash their hands and arms to their elbows with an antiseptic soap before surgery.
- They wear hair covers, special gowns, masks, and gloves to keep the surgical area clean.

8. Preventing Surgical Infections

Wound Care at the Hospital
- Do not be afraid to remind your healthcare team to wash their hands before caring for your wound.
- Make sure you know how to care for your wound & drains.

Wound Care at Home
- Wounds tend to feel itchy as they heal, but do not scratch.
- Always wash your hands before & after caring for your wound.
- Call your doctor immediately if you have:
  - Fever
  - Pain at wound site
  - Redness at wound site
  - Drainage from wound

9. Surgical Procedures

At the Hospital
We will check your identification many times.
- We will ask your full name and date of birth.
- We will check your ID bracelet many times and ask you to say who you are.

We will ask you to tell us what you know about your condition.
- You may be asked why you are having surgery or a procedure.

We may mark your body.
- (If you are having surgery or a procedure,) Your doctor may mark your skin to make sure we are using the correct site for the operation or procedure.

Ask your doctor about the “Safety Pause” or “Time Out”.
- Your doctor and surgery team will take a “Safety Pause” or “Time Out” just before the procedure begins—to make sure that all the information about you and your procedure is correct.