I. 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 medications 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
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 care 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.