



CHINESE HOSPITAL

BE INVOLVED IN YOUR CARE

SPEAK UP



Speak up if you have any questions, and if you don't understand, ask again.

- If you don't understand what your doctor or nurse has said to you, ask again.
- If you are having surgery, ask the doctor to mark the area that is going to be operated on.
- If you think you have received a wrong medication, tell the nurse or doctor.
- If you think the nurse or doctor has you mixed up with another patient tell them.

Pay attention to the care you are receiving.

- Tell your nurse or doctor if something doesn't seem right.
- Expect healthcare workers to introduce themselves, so look for their identification badges.
- Check to be sure the nurses and doctors have washed their hands.
- Know when you should receive medications.
- Make sure that your doctor or nurse checks your name on your wristband and asks your name before they give any medication or treatment.

Educate yourself about your disease, the tests you are going to have and your treatment plan.

- Ask your doctor about his/her training.
- Ask questions about your disease and its treatment.
- Write down what your doctor tells you.
- Read all of the medical forms and make sure you understand them before you sign.
- Ask questions about the equipment that is being used for your care.

Ask a trusted family member or friend to help you understand.

- Have them ask questions.

- Ask them to stay with you in the hospital, even overnight.
- Ask them to speak up for you if you cannot.
- Make sure they understand your choices for health care and wishes concerning resuscitation and life support.
- Review consents for your treatment together and be sure you both understand.
- Make sure they understand the care you will need when you go home. They should also know what to look for if your condition gets worse and who to call for help.

Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

- Ask questions about your medications. Know both the brand and generic names. Know how, when, and what to take. Ask about side effects.
- If the medication does not seem right, ask questions. Read all labels. If you cannot, ask your family or friend to read the labels.
- If you are given an IV, ask the nurse how long it will take to "run." Tell the nurse if it seems to be running too fast or too slow.
- Tell the doctor or nurse if you have any allergies or bad reactions to drugs.
- Tell the nurse or doctor of other medications that you are taking, including herbal medicines or medicines you buy without a prescription from the doctor, like aspirin. Ask if it is "ok" to take them with any new medications that are given to you.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use a hospital that meets the high standards of the Joint Commission

- If you have any concerns about patient care and safety in the organization, please contact Chinese Hospital's Public Relations Department at (415) 677-2492. If the concerns in question are not resolved to your satisfaction, you may contact the Joint Commission at 1-800-994-6610.

Participate in all decisions about your treatment.

- You and your doctor should agree on exactly what will be done with your care.
- Know who will be taking care of you and ask questions.
- Understand that more tests or medications may not always be better.
- Ask what a new test or a new medication will do.
- Bring copies of past hospital stays and tell your doctor or nurse about them.
- Don't be afraid to ask for a second opinion.