

# Patient Safety Guide



ALEXANDRA MARINE AND GENERAL HOSPITAL

120 Napier Street, Goderich, ON N7A 1W5

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# Alexandra Marine And General Hospital

## Mission

Provide quality healthcare to all we serve.

## Vision

Centre of Excellence in Rural Health

## Values

We shall implement our Mission and realize our Vision by:

- Providing quality services that achieve the best outcome for our patients;
- Providing patient and family centered care;
- Providing a safe environment where everyone is treated with dignity, respect, care and compassion;
- Fostering a quality work life environment which promotes positive and open communication, teamwork, integrity, acceptance of diversity, at all times respecting confidentiality;
- Providing access to the best care possible through our services and through collaborating and partnering with other providers;
- Promoting wellness and improving community health; and
- Using resources efficiently and in an environmentally responsible manner.

Approved by AMGH Board of Directors: June 4, 2007

## Patient Rights And Responsibilities

- The right to respect and dignity
- The right to receive appropriate services
- The right to personal safety
- The right to confidentiality
- The right to information
- The right to receive emergency care
- The right to access health records
- The right to participate in care decisions
- The right to receive care and services from professionals
- The right to give or refuse consent to services
- The right to be represented, assisted, and/or accompanied
- The right to file a complaint

As the beneficiary of these services, you also have these responsibilities:

- Responsibility for cooperating with treatment
- Responsibility for taking care of your person and your property
- Responsibility for using services in a judicious manner
- Responsibility for respecting hospital practices, policies, and procedures
- Responsibility for respecting the rights and property of others
- Responsibility for respecting visiting hours and restricted areas
- Responsibility for your actions
- Responsibility for cooperating in the process of filing a complaint
- Responsibility for leaving the hospital when discharged

## Know Your History

You know the most about your health!

We want to know everything about your medical history so that we can properly treat you.

Have all of the following information available:

- Current health problems
- Past health problems
- Allergies
- Past surgeries
- Current medications
- Family history of diseases
- Recent visits to the hospital



## Medication

Make sure your doctors and nurses are aware of every medication that you are taking. This includes: prescriptions, over-the-counter medications, and dietary supplements like vitamins or herbs. Each medication can significantly affect your medical treatment.

When you visit the hospital:

1. Bring all of your medications with you.
2. Be able to answer each of these questions:
  - What are the names of the medications that you take?
  - Why are you taking them?
  - How do you take them?
  - How long have you taken them?
  - Do you have any problems with your medication?
  - Do you have any allergies to medications?
3. When you receive a prescription, make sure you can READ it.

Name(s) of the medicine(s) I am taking:



## Handwashing

By following proper hand washing procedures and infection prevention strategies, 30% of healthcare associated infections can be prevented.

– Ministry of Health and Long Term Care

- Consider asking all healthcare workers who have direct contact with you whether they have washed their hands
- If you don't see someone wash their hands feel free to ask them to do so, or bring it to someone's attention
- Wash your own hands after you perform personal activities such as using the washroom.



## Ask Questions and Report Problems

Ask questions as many times as needed for you to understand everything about your illness or treatment.

The more knowledge you have, the more beneficial your treatment will be. Report any problems you have with your treatment, such as medication reactions or allergies.

- If you are having surgery, make sure that you, your doctor, and your surgeon are all clear on exactly what will be done.
- Ask if you are unsure of the directions on your medications.
- Ask your pharmacist to review prescribed medications.
- Expect questions to be asked. You must be prepared to answer all questions that healthcare professionals ask in order to receive the best possible care, even if this means answering questions more than once.

Speak up if you have questions or concerns. You have the right to know about your care, and also the responsibility to follow your treatment plans.



## Preparing to Leave the Hospital

Your success after you leave the hospital often depends upon what you learn from your stay at the hospital.

- Planning for when you are going to leave the hospital begins when you arrive.
- Try to have someone with you to help gather and understand information
- Make sure that you feel comfortable leaving the hospital
- Know how long your recovery should take
- Know the details about your medications:
  - What to take
  - How to take them
  - When to take them
  - Why you are taking them
- When you refill a prescription, take your medications with you to your local pharmacy for review
- Know who to talk to if you have questions about your medications after you leave the hospital
- Know what foods and activities to avoid
- Know when you can resume normal activities
- Know your scheduled follow-up appointment dates and locations

## Notes

Date:

Doctor(s) who treated me:

Health problem(s) I was treated for:

Medical treatment(s) I received:

Date of next appointment:

Location of next appointment:

Hospital:

Department:

What should I avoid eating and drinking?

What activities should I avoid?

When can I go back to work or resume normal activities?

Questions to ask my healthcare provider next time I see him/her:

Notes for my healthcare at home:

## Tips

1. Try keeping a log of your medications on your computer or in a notebook. Add to the list when you receive a new medication and write the date you stop taking old medications. PLUS, always explain why you stopped or started a medication and take note of who prescribed it.
2. Your pharmacist can assist you, if needed.
3. Keeping a log of your health history is also helpful for doctors, nurses and pharmacists who may not know your health history.
4. Do NOT assume that no news is good news.
5. Know your rights AND your responsibilities as a patient.
6. Have a family member or friend with you when possible so that you and your healthcare provider share all of the information needed.
7. Make sure that you are receiving the treatments and medications intended for YOU! Is your wristband being checked for proper identification?



## Contact Information

Alexandra Marine and General Hospital: (519) 524-8323  
<http://www.amgh.on.ca/>

Your Doctor:

Your Hospital Unit: (519) 524-8689 ext.

Your Pharmacist:

