

therapist can help you if you need a walking aid like a wheelchair, walker, cane or crutches. Let your nurse know if you are having trouble walking with equipment such as intravenous (IV) poles.



When you are in bed, make sure you can easily reach your call button, phone, eyeglasses or anything else you might need. If things are out of your reach, ask someone to move them for you. Ask your nurse to make sure that your bed is at the lowest position.

### Understand Your Instructions for Going Home

When you are getting ready to leave the hospital, be sure to ask about your care at home, and make sure you understand what to do. Ask for any instructions about how to care for yourself after you leave the hospital in writing. Find out about any follow-up visits with your doctor or other caregiver. Make sure you can read any new prescriptions and can understand the medicine label. Learn about the side effects.



How you want to be treated.

PATIENT SAFETY – IT'S EVERYONE'S RESPONSIBILITY

Patient Safety –  
It's Everyone's  
Responsibility



### Simple Steps to a Safe Hospital Stay

*Patient safety is our first priority at Providence Health Care. Please take a few minutes to review these simple tips that will help make your hospital stay a safe and positive experience.*

#### For further information, contact:

Providence Health Care Patient Safety

Tel: (604) 682-2344 Local 66018

Email: [patientsafety@providencehealth.bc.ca](mailto:patientsafety@providencehealth.bc.ca)

[www.providencehealthcare.org](http://www.providencehealthcare.org)



How you want to be treated.

Holy Family Hospital | Mount Saint Joseph Hospital  
St. Paul's Hospital | St. Vincent's Hospitals: Brock Fahrni,  
Langara, Heather | Youville Residence | Marion Hospice

*At Providence Health Care, we are committed to giving our patients the best possible care. Patients who are more involved in their own care do better and stay safer. Here is how you can work with us to make your stay a safe and positive experience.*

### **Respect Hospital Safety Policies**

Providence Health Care is committed to ensuring the safety of all patients, staff and visitors. We ask that you not smoke, carry or use alcohol/illegal substances while at Providence Health Care. This policy applies to all Providence Health Care buildings, grounds and parking lots and should be viewed as an integral part of your treatment plan. Your health care provider can provide preventive and supportive measures to assist you in following these policies.

### **Hand Washing to Prevent Infection**

It is very important that you wash your hands often and very well. Wash your hands before you eat or before putting anything in your mouth. Ask family and friends to wash their hands before and after they visit you. Remind all doctors, nurses and other hospital staff – in a polite and respectful way – to wash their

hands before caring for you. This is very important in order to prevent the spread of infection.



### **Wear Your Identification (ID) Bracelet**

Wear your identification (ID) bracelet. Make sure the information is correct. Expect that people will ask to see your ID bracelet or ask you to identify yourself before doing any procedures.

### **Talk to your Health Care Providers**

Speak up if you have questions or concerns. Ask us about your treatment or procedure. Review consents for treatment before you sign them and make sure you understand exactly what you are agreeing to. Tell us about any changes in your health or condition. Write down questions to ask if you need more information or do not understand. If you like, get a family member or friend to ask the



questions for you. Write the answers down. Ask for an interpreter if you are hearing impaired or if English is not your first language.

### **Medication Safety**

The medicines we give you in hospital may look different from what you take at home. If you have any questions about your medicines, ask us or ask to speak with a pharmacist. Make sure you tell us about all medicines you are taking, including vitamins, herbal remedies, and medications you buy without a prescription or over the Internet. Tell us of any allergies or reactions you may have. Know the side effects of your medicines, and what to do if these occur. If you think you've missed getting your medicines, ask the nurse. Do not take medicines that you brought into the hospital from home, unless we tell you to.



### **Preventing Slips and Falls**

Wear slippers with rubber soles to prevent slipping. Most falls occur when patients try to get out of bed on their own to go to the bathroom. Ask for help when getting out of bed, especially at night. If you are allowed to get out of bed and walk on your own, make sure there is enough light. If you are told to only get up with help, wait until someone can help you. A physio-