

Patients *first*

PATIENT SAFETY: OUR COMMITMENT, OUR DUTY.

Learn.
Act.
Communicate.
Improve.



Outpatients

Patients First

Patient Safety: Our Commitment, Our Duty

Working together

- Don't be afraid to ask questions.
- Share as much info as you can with us about your illness or condition.
- Tell all your care providers if you have allergies or reactions to medicines or food.
- Bring a list of your prescribed, over-the-counter, and herbal medicines with you.
- If you need help standing, walking, or moving around during your appointment, please have someone who can help you come with you. If this is not possible, please let our staff know as soon as you arrive for your appointment.

During your hospital visit

- Be sure that staff members confirm your full legal name and birthdate before they take your blood, or give you tests, treatments, or medicines.
- Help prevent infections. Wash your hands and remind friends, family, and staff to wash their hands.

- Ask us about your medicines if they are new or different. Ask what they are and why you are getting them.
- Don't be afraid to tell us if you think you are about to receive the wrong treatment or medicine.
- Ask us if you don't understand what treatment or surgery you are having.
- Help us plan for your discharge. Do you have all the information you need? Do you understand the instructions?
- If you have concerns or issues about your care, talk to your health care provider, or the unit supervisor right away.

After your hospital visit

- Check in with your family health care provider to let them know you were in hospital. If you don't have a health care provider, you can call 811 and ask to be added to the waitlist.
- Write down the phone numbers for your family health care provider, clinic, pharmacy, and the ambulance. Keep them by the phone in case you or your family need them.

Looking for more health information?

Find this pamphlet and all our patient resources here: <http://library.nshealth.ca/PatientGuides>

Contact your local public library for books, videos, magazines, and other resources.

For more information, go to <http://library.novascotia.ca>

Connect with a registered nurse in Nova Scotia any time: call 811 or visit <https://811.novascotia.ca>

Learn about other programs and services in your community: call 211 or visit <http://ns.211.ca>

Nova Scotia Health Authority promotes a smoke-free, vape-free, and scent-free environment.

Please do not use perfumed products. Thank you!

www.nshealth.ca

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The information in this brochure is for informational and educational purposes only.

The information is not intended to be and does not constitute health care or medical advice.

If you have any questions, please ask your health care provider.