



M.P. SHAH HOSPITAL
A Legacy of Care

HOW TO PROMOTE YOUR SAFETY WHEN IN THE HOSPITAL

Your safety is our top priority. As a patient, you can help by being an actively involved and informed member for your healthcare team.

Identify yourself by ensuring you;

- Provide accurate information (full names, date of birth, ID Number, address, phone number, and others as may be requested).
- Alert the admitting staff if you have previously used a different name in the past while in the Hospital.
- Always verify your identification details; names, date of birth when receiving your wristband.
- The healthcare team will check your identification details before all procedures and treatments;
 - o Remind us to do so in case someone doesn't verify your identity before procedures and treatment.
 - o Inform your healthcare team if you think they have confused you with another patient.

Be involved in your care

- Know the procedure you have been scheduled to have, including the side and site of your body. The surgeon will need to mark this area prior to the surgery. Ensure this is done, and remind your surgeon if you notice that it hasn't been done.
- Make sure that your doctor has discussed any risks and benefits of your planned procedure.
- Share any special needs that you have.
- Take part in all decisions about your care.
- Make sure you know which doctor is in charge of your care in the Hospital.
- Do not be afraid to ask for help, advice or sufficient pain medications.
- Speak up if you have any questions or concerns about your safety
- Make a list of all your prescriptions, dietary supplements and OTC medicines. Include the dose and how frequently you take each medicine.
- Inform your healthcare team of any allergies, reactions or sensitivities you have (e.g. food allergies and medication allergies)
- Know what medicines you are given, ask why you are taking them, what they look like, what time you take them and any side effects.
- Make sure the staff check your wristband and allergies before you are given any medicine.
- Ask questions about any medicines or any intervention done to you.

Before surgery

- Tell your doctor about other medical problems you may have. Diabetes, heart conditions, smoking and other health problems could increase your risk of surgical infection.
- Inform your doctor fully of all previous surgeries including any complications and the nature of complication.
- Tell your doctor if there is a change in your physical condition such as a cold, fever, persistent coughs or any symptoms that an infection has developed.



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During your stay

- Wash your hands before and after using the bathroom, before and after eating, after blowing your nose, sneezing or coughing and when touching anything that is unclean.
- If you have any catheter placed in your vein keep the skin around the dressing clean and dry. Tell your nurse promptly if the bandage or catheter becomes loose or gets wet.
- Follow your doctor's instructions regarding breathing treatments and getting out of bed.
- Ask your friends or relatives not to visit if they are ill.
- If you do not see your care providers clean their hands with soap and water or alcohol-based hand rub, please ask them to do so.

Before discharge

- Make sure you know who to contact if you have any questions or problems after you get home. At home, if you experience redness, swelling, pain at the surgery site, fever or chills, call your doctor immediately.

Further clarification or queries

This sheet is not specific to you, but provides general information. If you have any questions, please ask your doctor or nurse.