

# YOUR SAFETY IS VERY IMPORTANT TO US.

## INFORMATION FOR PATIENTS AND FAMILIES

### **S** Safe environment

- If you ever feel there is a safety concern, please tell the hospital staff or manager of the unit so your concerns can be addressed.

### **A** Avoid falls and infections

- Please use any aides and/or supports that you need to keep steady while you're here.
- Please wash your hands – it is the best way to prevent the spread of diseases.

### **F** Family, Friends and Caregivers are important

- It's helpful to have a family member or friend with you when you talk to your healthcare team, to ask questions, listen, and help you remember.

### **E** Everyone needs to be identified

- All St. Joe's staff wear an ID badge – if you can't see someone's ID, you may ask.
- You will often be asked to identify your self by name and date of birth or address to ensure you receive the right treatment, medication, and procedure.

### **T** Tell us about yourself

- Discuss your medical history, current medications, symptoms and allergies with your healthcare provider.
- If English is not your first language, an interpreter can be contacted to assist you.

### **Y** Your next steps

- Ask your healthcare team about what you need to do after your visit or hospital stay, and who to contact if you have concerns or questions.