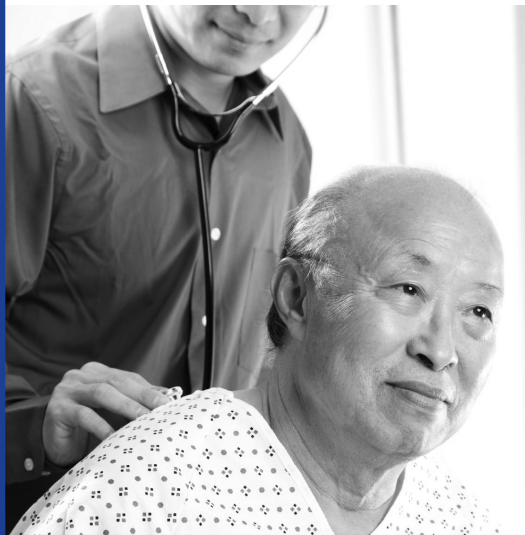


It Is Good To Ask

Every time you speak with a doctor, nurse or pharmacist, use the following questions to better understand your health.

- **What is my health issue?**
- **What do we need to do?**
- **Why do we need to do this?**



Care concerns are best addressed at the time and place they occur. If you have any concerns about the care you are receiving, talk to your health care provider.

If your concerns remain unresolved please visit the Patient Care Quality Office Website at:

www.viha.ca/patientcarequalityoffice/

To reach the Patient Care Quality office by phone, call:

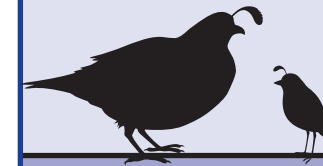
1-877-977-5797 (Toll-free)



1952 Bay Street
Victoria, BC
V8R 1J8
www.viha.ca

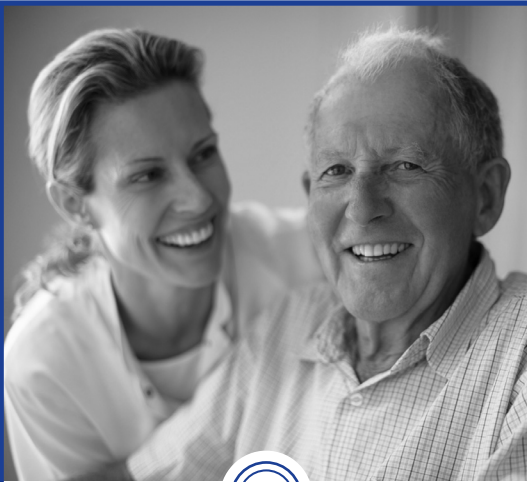


Simple Steps for a Safe Hospital Stay



Published for patients with input from the Vancouver Island Health Authority Patient Advisory Council

www.viha.ca



Help Us Help You

Your care and safety are our top priorities while you are in hospital.

You, your family and friends play an important role. Patients who are more involved in their own care do better and stay safer.

This brochure provides simple advice that you and your loved ones can use to make your hospital stay a safe and positive experience.

COMING TO HOSPITAL

- Smoking is not allowed on VIHA property. If you would like to quit smoking, talk to your care provider, or visit: www.QuitNow.ca.

PREVENT INFECTIONS

- Wash your hands often.
- Make sure that visitors and care providers wash their hands before touching you.

PREVENT FALLS

- Ask your nurse if you can get out of bed on your own.
- Wear comfortable shoes with non-skid soles.
- If you use a walker or cane, bring it with you.

WEAR YOUR ID BRACELET

- Keep your ID bracelet on at all times. It's how we know who you are.
- Ask your nurse to remove your ID bracelet before you leave the hospital, so it can be disposed of safely.
- Do not bring valuables or jewelry to the hospital.

MEDICATION SAFETY

- Have a list of your current medications and allergies.
- Know what your medications are and what they are for.
- You can talk with a pharmacist to learn more about your medications.
- Please tell your care provider if you think you are receiving the wrong medication.



DISCHARGE

- Have a plan for your discharge. Make sure your home is ready for your return.