

# Get involved in Patient Safety.

There are times you may forget what you wanted to **ask us** or **tell us**. Use this list to write down questions you or your family may want to ask your care team:



General questions I need to ask:

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Things I need to tell the doctor, nurse, pharmacist, social workers, dietitian, radiation therapist or other health care professional:

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Questions about my medications or alternative treatments:

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Questions about allergies or reactions I have had:

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Before you go home, ask us:

Who the members of your health care team are:

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The specifics of your health problem:

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Your treatment plan (education, schedule, follow-up appointments or tests):

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What you can expect to happen:

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Who to call if you need help:

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If you have any concerns, compliments or questions about your care or service, please call the Client Relations Consultant at **709-777-6500** or toll free **1-877-444-1399**



[www.easternhealth.ca](http://www.easternhealth.ca)

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Ask us...

## What patients can do for their safety

CANCER CARE



## Patient Safety: Getting involved.

As a patient, you have a lot to contribute towards the safety of your health care. This brochure will focus on your role in helping to make your care safer. Here are some *ideas* to help you get more involved, *suggestions* for you and your family to become more active in your care and *questions* you can ask to become more informed.

### Why should **YOU** get involved in your care?

- ▶ By being **involved**, you can let your health care team know when you need help understanding issues about your care.
- ▶ By being **active** in your own plan of care, you will know what to expect, how to address any problems and who can help you.
- ▶ By becoming **informed** about your health and plan of care, you will help us do what is right for you.

### How can **you** be active in your care?

These are things that you and your family can do to assist your doctor, nurse and other health care professionals provide safer care.

- ▶ To ensure that staff have your correct identification, please bring your hospital or Health Care Number (MCP) card with you when you come to the Cancer Centre.
- ▶ Know what medications you are taking and why you are taking them. Bring a list of your medications from your pharmacy to your appointments, including over the counter medicines, vitamins, herbs or alternative medicines.
- ▶ Ask us about your health condition and treatment.
- ▶ Tell your doctor or nurse about all the symptoms you are having.
- ▶ Participate in discussions about your treatment options.
- ▶ Be aware of your surroundings and any potential hazards such as slippery floors or blocked corridors. Please report concerns or hazards to a staff member.
- ▶ Before you leave the Cancer Centre, know what to expect from your treatment, what tests are required and when you are scheduled to return.
- ▶ Practice good hand hygiene to help prevent the spread of infections.



**Ask  
us...**  
about your care

### Ask **us** questions about:

- ▶ Your medications.
- ▶ Your treatment plan and options.
- ▶ The side effects of your treatment.
- ▶ If you notice a change in your treatment you were not aware of.
- ▶ The results of any tests you've had.
- ▶ If a family member can be present with you during your appointment or treatment.
- ▶ Our hand hygiene practices.
- ▶ Our names and role in providing your care.
- ▶ Getting a yearly flu shot.
- ▶ Who you should call if you need help before your next appointment.