



Patient Responsibilities

Lake Region Healthcare Corporation is dedicated to providing high quality care that promotes a safe environment for patients and visitors. We have a Patient Safety Plan that is integrated into all care provided.

Your participation in our Patient Safety Plan is very important. You can assist us in providing you safe, quality care by the following:

- **Providing complete information:** You are responsible for providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. You and your family are responsible for reporting concerns about your care as well as unexpected changes in your condition. We also want to know your expectations of care and how you feel about the care you are provided.
- **Asking questions:** You are responsible for asking questions when you do not understand what you have been told about your care or what you are expected to do.
- **Following instructions:** You and your family are responsible for following the care, service, or treatment plan developed. You should express any concerns you have about your ability to follow and comply with the proposed care plan or course of treatment.
- **Accepting consequences:** Your outcomes may not be the best they could be if you do not follow the care, service, or treatment plan.
- **Following rules and regulations:** Please observe the hospital's rules and regulations; to help us maintain a safe and comfortable environment for everyone.
- **Showing respect and consideration to all staff, patients, and visitors:** Just as you will be treated with respect, we ask that you and your family show consideration for the hospital's personnel and property.
- **Meeting financial commitments:** You and your family are responsible for promptly meeting any financial obligation to the hospital.

If you have any questions regarding our Patient Safety Plan, please tell your caregiver.



Partnership for Safety

The single most important way you can help to achieve positive healthcare results is to be an active member of your health care team.

That means taking part in decisions about your health care. Research shows that patients who are more involved with their care tend to get better results. Things you can do include:

- Speak up if you have questions or concerns. It is OK to ask questions and to expect answers you can understand.
- Hand washing is an important way to prevent the spread of infection. You will notice staff washing their hands before providing your care.
- Clarify specifically what site is being operated on (for example, the left knee rather than the right knee). You may be asked to mark the site with a special pen.
- Make sure your doctor and nurse know of any drug allergies or sensitivities you have as well as any sensitivities to latex (rubber) products.
- Provide your care givers with a list of all medications you take, including over the counter medicine such as aspirin, vitamins or herbal supplements.
- Look at all medicine given to you before you take it. If it does not look like what you usually take, ask why. It may be a different brand or a new medication, but it may also be the wrong medication.
- Ask your doctor, pharmacist or nurse to teach you about any new medication. You should know:
 - ✓ The name of the drug
 - ✓ The dose you should take
 - ✓ Why you are receiving the drug
 - ✓ What side effects to watch for and what to do if they occur
 - ✓ If you have restrictions in activity, food or drinks while you are taking the medication.
- When you are ready for discharge, have your doctor, nurse or pharmacist review your medications with you and a family member. Find out specifically which medications you should continue to take after you get home (including those you may have been on prior to coming to the hospital).
- On discharge, update your personal medication list with the new one provided to you if any of your prescriptions have changed or new medications have been added.
- The hospital is an unfamiliar environment which can increase the risk of falling. Some treatments and medications make you experience urgency to use the bathroom. Make sure to call for help in plenty of time to avoid accidents.
- It is common to be slightly dizzy on rising, especially during illness, increased periods of bed rest, or when certain medications are used. To avoid falls, sit on the side of the bed and count to 15 before trying to get up.
- Hospitalized patients sometimes become confused, especially at night. Your family members may be asked to stay with you if it becomes appropriate for safety reasons.
- Your bed is equipped with four side rails. We encourage the use of the top two side rails for access to bed controls, call light and movement. Four side rails should only be used under the discretion of the healthcare team as they increase the risk of bedrail entrapment.

