



"Patient Care Comes First"



## SAFETY TIPS FOR OUR PATIENTS

**Your health and safety are VERY IMPORTANT TO US.** You, as the patient, can play a role in helping to make sure your care is safe by actively participating in your care.

**We want you to feel comfortable doing all of the following:**

Ensure that our staff has your **accurate phone numbers and address** so that we can reach you in an emergency, for example, when you have abnormal test results that have to be addressed before your next visit.

Make sure the doctors and nursing staff **confirm your identity** using two different identifiers when they meet you and prior to giving you any treatment or performing a test or procedure. You may have been a patient of ours for many years but it is important that we confirm your identity during your visit.

Don't hesitate to tell a member of our staff if you think he/she has confused you with another patient.

Carefully **read all forms and consents** for procedures and make sure you understand them before signing. If you do not understand, ask your doctor or a member of our staff to explain them.

Expect our clinical staff to **wash their hands**. Feel free to ask them when the last time they washed their hands was.

**Ask us about your diagnosis and planned treatments or surgical procedures.** If you were not given written information and you would like some, just ask.

**Ask about the purpose of any medications or prescriptions you are given**, including possible side effects. Make sure you have a most current medication list. If not please ask us, and we will be happy to print one for you.

Before you leave our office, make sure you understand all of our instructions and have made your follow-up appointment or know when your doctor expects to see you next.

Please **SPEAK UP** if you have questions or concerns, if you don't understand, ask again. Don't be afraid to ask about safety. Tell any member of our team if something doesn't seem quite right. If your concerns are not addressed please ask to speak to someone in administration or you may call 305 252 4853. As an accredited organization, we are also required to inform you that you may contact the Joint Commission if we do not adequately address your safety concerns.

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