



A Guide to Ensure Your Safety

Thank you for selecting High Point Regional Health System. As a health care organization, we take your safety seriously. While you're a patient with us, we want you to be comfortable so please let us know if you have specific needs.

Communication

Let us know if you don't understand what one of our caregivers is saying. Ask questions. Try to be as clear as possible about your questions.

If you are having trouble reading any of the written materials, please don't hesitate to tell us. Tell us if you need to have instructions read to you.

If you are asked to sign a consent form for a test, procedure or surgery, please wait until your physician has explained its purpose.

If you have specific cultural or religious needs, please tell us. We want to meet your specific needs.

Always make sure you are getting the right treatments from the right professionals. Tell your nurse or doctor if something doesn't seem right. Expect caregivers to introduce themselves. Each caregiver should be wearing a hospital identification badge.

Make sure each caregiver checks your identification before proceeding with medications, tests or procedures. They should use two identifiers, your name and date of birth.

Medications

Know your medications, the dose you take and why you take them. This includes any herbal medications, vitamins or diet supplements. Keep an up-to-date list of your medications and always have it with you.

If you are given a medication you do not recognize, ask questions. Have the nurse double check this for you. Make sure we check your identification before we give you any medication.

If you do not understand how to take your medicines or what they are for, tell your caregivers. You will receive written instructions to help you.

If you receive prescriptions and can't read the handwriting, ask someone to print the information for you.

Prevention of Infection

Physicians, nurses and other health care workers should be using either alcohol gel or washing their hands on entering and exiting your room. Hand washing is the most important way to prevent infection.

If you are placed into isolation, make sure you understand why you are on isolation and any special precautions necessary, such as the use of gowns or masks. Please make sure your family and visitors understand the importance of using the precautions while they are here.

Safety Precautions for Surgical Patients

You should hear us ask you the same questions many times.

- Your identity (name, date of birth, etc.)
- What kind of surgery you are having
- The part of your body to be treated

Before your surgery, your doctor will mark the spot on your body to be treated. Make sure they mark only the correct spot and nowhere else. This marking should occur while you are still awake.

After your surgery, tell your doctor or nurse about your pain. They will be asking you to rate your pain on a scale of zero to 10 with zero being "no pain" and 10 being the worst pain you could imagine. If your pain medication doesn't reduce or end your pain, tell your doctor or nurse.

Reporting Safety Concerns

While you are a patient, if you or your family have any concerns about your safety, tell your doctor or nurse. If you feel your concerns are not being properly addressed, you can ask to speak with a supervisor, manager or director.

If you are still concerned, you may report your concerns to the Joint Commission on the Accreditation of Healthcare Organizations Office of Quality at 1-800-994-6610 or e-mail them to complaint@jcaho.org or you may call the State of North Carolina Department of Health, Division of Health Service Regulation at 1-800-624-3004.

If your family believes your condition has changed in a way that concerns them, here are the steps to follow to gain attention to their concerns. They should first tell their nurse and/or ask to speak with the "charge nurse." If they still feel their concerns are not being addressed, they can ask to speak with the "Nursing Supervisor" on duty.

Fall Prevention

Often illnesses, medications, lighting and unfamiliar surroundings can increase a patients' risk for falling. If your door has a yellow or red stoplight posted outside, this means you are at an increased risk for falling. Please do not get out of bed without assistance from a staff member. Even if you feel you are fine and do not need help, please call for assistance. Be sure to discuss with your healthcare professional:

- when you might return to work
- when you will need to follow up with your doctor
- signs and symptoms you should watch for that you will need to report to your doctor. Which doctor to call and what you can do until you can see the doctor.
- any diet restrictions
- an updated list of medications you will need with dose instructions.

Discharge Information

You will be asked at your initial assessment or admission about plans for discharge. This is necessary so we can evaluate arrangements for any special needs prior to your discharge.

Before you leave, you will be given written instructions about your follow-up care. Information you should receive includes:

- any activity restriction and what you will be able to do
- any special needs related to showering or bathing or any instructions for your daily living activities
- the kind of supervision you might need
- any special equipment
- any special exercises or physical therapy
- needed follow-up tests or lab work
- if you have a wound, the special care that should be given to ensure it will heal properly
- if other agencies have been ordered by your doctor to assist you. For example, home health or social services

If you receive any instructions you do not understand, please tell us. It might be helpful to have a family member or friend with you to hear the instructions.