

For your own future reference, we encourage you to write down information about this hospital stay/visit so that you can share it with your family doctor.

Date of admission or visit

Name of unit and unit manager

Name of hospital doctors

Questions I have for the doctor and/or health care team

Date of discharge

Our mission at Rouge Valley Health System is to provide the best health care experience for our patients and their families.

Our vision is to be the best at what we do.

Our hospital campuses:

Rouge Valley Ajax and Pickering

580 Harwood Avenue
Ajax, ON L1S 2J4
905-683-2320

Rouge Valley Centenary

2867 Ellesmere Road
Toronto, ON M1E 4B9
416-284-8131

Patient and Family Role in Patient Safety



The best at what we do.

Our team of health professionals at **Rouge Valley Health System** are committed to providing you with the best health care experience. There is also an important role that patients and their families need to play.

Here are eight helpful tips for patients and their families to keep in mind while being cared for at our hospital.

#1—Be involved in your care.

This includes:

- Being an active member of your health care team
- Taking part in every decision about your care
- If applicable, giving us advance instructions for your care in case you are unable to provide them
- If applicable, providing instructions in case you do not want to share with others that you are in the hospital
- Understanding as much as you can about the care treatment or procedure you will be receiving
- Getting support from friends and family when you need it

#2—If you do not understand, ask us as many questions as you need.

For example, you may want to ask about:

- The medical problem you have
- Treatment or procedure you will have
- Medication you should take and how to take it

#3—Tell us about your past illness and your current health condition.

Let us know everything you can, even if you think it is not important or that we already know.

For example, this might include telling us:

- You are not feeling well right now or have been sick lately
- You have had surgery or a recent visit to the hospital
- You have seen another doctor or gone somewhere else for health care
- You have an ongoing illness, such as diabetes or heart problems
- There is an illness that runs in your family, such as asthma or cancer
- You have an addiction, such as smoking, drugs, alcohol or gambling

#4—Let us know if you have ever had an allergy or bad reaction to any medicine, food, or environmental substance.

If so, we encourage you to wear an ID bracelet such as MedicAlert. This tells us about your allergies when you are unable to tell us yourself.

#5—Bring all your medicines (or a medication list) with you when you come to the hospital or to a medical appointment.

This includes:

- Prescription medications
- Vitamins
- Herbs and herbal remedies
- Food supplements, such as Ensure, Boost or Slim Fast
- "Over the counter" or non-prescription medicine you buy at the drug store

#6—Take steps to help us ensure your safety and security.

For example, you should:

- Wear comfortable clothing and skid-free footwear to prevent accidental injuries
- Leave valuable possessions at home for safekeeping, such as jewelry or watches
- Consider having a family member or hiring a companion to stay with the patient, if the patient is confused, restless or agitated (a list of agencies is available at the nursing station)

#7—Let us know when a translator is needed to help you understand your care.

#8—Before you leave the hospital or your medical appointment, make sure you understand what you need to do.

Here are some examples of what you should be very clear on:

- What treatment you received
- Whether you will have to fill a prescription
- Who in your family will arrange transportation to get you home
- The type of care you will need at home, and if someone needs to stay with you
- What symptoms to watch for and who to call if something does not feel right
- Whether you will need home care
- What foods you should/should not eat
- When you can go back to normal activities, such as work, school, exercise, physical intimacy and driving
- What follow-up appointments you will need and who will make them