




**LEAMINGTON
DISTRICT
MEMORIAL HOSPITAL**

194 Talbot Street West
Leamington, ON
N8H 1N9

Patient Safety Guide For Patients & Families



**Your Health Care
Be Involved**

Leamington District Memorial Hospital: Welcome to Our Respectful Workplace

CHARTER OF PATIENT RIGHTS AND RESPONSIBILITIES

As a patient you have the right to...

- Be safe from harm in our Hospital
- Be called by your name
- Be greeted with a smile
- Be treated in a kind and respectful way
- Take part in all care that's provided to you
- Refuse to receive care you don't want
- Have your personal health information remain private
- Know what is in your health record
- Have your questions answered in language you understand

You have the responsibility to...

- Be polite and respect other patients, visitors and people involved in your care
- Give accurate information to help plan your care
- Ask questions of the people giving your care
- Accept responsibility for the choices and decisions you make about your care
- Take care of your personal belongings
- Name one person as your contact person so your family members can get information about you through that person
- Respect Hospital property
- Make sure children who visit you don't disturb other patients
- Take part in planning your care and your discharge from Hospital
- Tell us if you are not satisfied with the care you received

How to tell us you're not satisfied...

- Tell the nurse caring for you or
- Call the Patient Representative at extension 4118 or
- Ask to speak to the Manager
- Advise your attending physician

We want you to leave our Hospital completely satisfied. Please let us know what we did well and what we need to improve.

Leamington District Memorial Hospital: Welcome to Our Respectful Workplace

WELCOME TO OUR RESPECTFUL WORKPLACE

We know that when you come into Leamington District Memorial Hospital, you are sick. You may be afraid or in pain and some of these symptoms may cause you to act in a way that you wouldn't ordinarily act.

We understand that your family members and visitors may also be anxious and afraid for you. Sometimes they may become upset because of their concern for you.

However, we would ask that you act respectfully to everyone you and your visitors come into contact with.

We require all of our hospital staff, volunteers and physicians to be polite to each other, no matter how difficult their day is. When you come into our hospital we want you to know that we will treat you with respect and we expect you to treat us with respect.

You and your visitors/family members and loved ones are not permitted to, and may not:

- Raise your voice to hospital staff
- Strike hospital staff
- Spit at hospital staff
- Threaten hospital staff
- Have more than 2 visitors at a time in your room

Visiting Hours

Your loved ones are welcome to visit you anytime between 8:00 a.m. and 8:00 p.m. We will make special arrangements for you and your loved ones depending on your circumstances. Simply ask you nurse if you wish to have special visiting hours. Your nurse will help you create a plan for visitors that will respect your wishes and the needs of other patients on your unit.

The nursing staff may ask your visitors to leave if/when you or your roommate needs rest, treatment or privacy.

Please cooperate with nurses' requests as they have the interest of you and all the other patients in mind.

Leamington District Memorial Hospital: Welcome to Our Respectful Workplace

RESTRAINTS FREE ENVIRONMENT

- Leamington District Memorial Hospital is a restraint free environment. You/your loved one will never be tied in bed or in a chair
- Only 2 bed rails will ever be raised on the bed you/your loved one is in
- In order to encourage physical activity, you/your loved one will never be restrained
- We will provide as many safety items as possible so that if/when falls occur, they will cause the least harm possible. These items include:
 - Low beds
 - Fall out mattresses
 - Incontinence pads
 - Non skid socks (available in Gift Shop)
- We may change furniture placement in patients' room to reduce risk

LATEX FREE

For the safety of patients, staff, members of the public, children and visitors, please encourage your loved ones not to bring latex products/gifts to you while in hospital. Balloons made from latex (rubber) are not permitted in hospital due to severe allergic reactions on the part of some people.

SCENT FREE

We ask that you not wear perfume and ask your visitors not to wear perfume or scented skin lotions as many people are allergic to fragrances.

NUT FREE

Public school children are not allowed to take peanut butter sandwiches to school or bring peanuts as snacks because of possible allergic reactions to nuts. Similarly, we do not permit nut based products to be prepared in our Nutrition Services Department for patient meals. We ask that you not bring peanut butter and or any other nut based products to patients in hospital.

People who are severely allergic to these products can have cardiac arrests when exposed to these items. We respectfully request, for the safety of all that you follow these patient safety/staff safety requests.

Leamington District Memorial Hospital: Welcome to Our Respectful Workplace

Know Your History

You know the most about your health!

We want to know everything about your medical history so that we can properly treat you.

Please have all of the following information available and give it to your health care provider when you come to Leamington District Memorial Hospital:

- Current health problems, including recent blood test results (e.g. INR)
- Past health problems
- Allergies/sensitivities to food, drugs etc
- Past surgeries
- List of current medications taken
- Family history of diseases
- Recent visits to the hospital (last 3-5 years) and reason why

Medication

When you visit the hospital:

1. Bring all of your medications with you. Include patches, creams, eye or ear drops and any over-the-counter items including aspirin, vitamins, etc.
2. Be able to answer each of these questions or have a family member answer:
 - What are the names (*including strengths and directions*) of the medications that you take?
 - Why are you taking them?
 - How do you take them?
 - How long have you taken them?
 - Do you have problems with your medication?
 - Do you have any allergies to medications?
 - What reactions occur if you take them?

If you have a current Discharge Medication Teaching Sheet (from your last hospital stay) please bring it along.

Handwashing

By following proper hand washing procedures and infection prevention strategies, 30% of healthcare associated infections can be prevented.

- Ministry of Health and Long Term Care

- Wash your hands for at least 15 seconds
- Gel sanitizer dispensers are stationed throughout the hospital
- Ask your visitors to wash their hands when they enter and leave your room, for 15 seconds too!
- Ask all healthcare workers if they have washed their hands before you let them touch you
- If you don't see someone wash their hands, ask them to do so
- Wash your own hands after you perform personal activities such as using the washroom



Ask Questions and Report Problems

Ask questions as many times as needed so you understand everything about your illness or treatment. Have a friend or family with you so you'll remember the things you want to ask. Tell your doctor or nurse if you think something is wrong. Give your nurse the name of the loved one you want to be your primary contact person.

- Ask staff members to tell you who they are. Ask them to: "Introduce yourself please"
- Make sure your wristband is always checked when you receive medications or treatment and that the care provider asks you to tell them your name
- Ask the nurse to tell you what pills she/he is giving you each time and what they are for
- Tell the nurse if the pills do not look like what you usually get
- If you are having surgery, make sure that you, your doctor, and your surgeon are all clear on exactly what will be done
- If you are unsure of the directions on your medications, ask someone.
- Ask your pharmacist to review prescribed medications
- Expect questions to be asked. You or a family member must be prepared to answer all questions that healthcare professionals ask in order to receive the best possible care, even if this means answering questions more than once

Speak up if you have questions or concerns. You have the right to know everything about your care, and the outcomes you can expect from your treatment plans.

We will be happy to share information about you and your care with your primary contact person, if you give us permission to do so. We would expect that person to share this information with other family members and loved ones, according to your wishes.

Preparing to Leave the Hospital

- Planning for when you are going to leave the hospital begins when you arrive
- Try to have someone with you to help gather and understand information
- Make sure that you feel comfortable leaving the hospital
- Be sure you get a copy of your Discharge Plan Summary before you go home so you:
 - Know how long your recovery should take
 - Know the details about your medications:
 - What to take - How to take them
 - When to take them - Why you are taking them
 - When you took the last dose at the hospital
 - Know what foods and activities to avoid
 - Know when you can resume normal activities
 - Know your scheduled follow-up appointment dates and locations
- Discharge Instructions will be given to you if you've had outpatient surgery
- If you are going to have home care or other services provided in your home, be sure you get information about that before going home

5 PATIENT SAFETY TIPS

Tip #1



Be involved in your health care. Speak up if you have questions or concerns about your care.

Tip #2



Tell a member of your health care team about your past illnesses and your current health condition.

Tip #3



Bring all of your medicines with you when you go to the hospital or to a medical appointment.

Tip #4



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.

Tip #5



Make sure you know what to do when you go home from the hospital or from your medical appointment.

Final Words

1. Keeping a log of your health history is helpful for doctors, nurses and pharmacists who may not know your health history.
2. Do NOT assume that no news is good news. Ask questions.
3. Know your rights AND your responsibilities as a patient.
4. Have a family member or friend with you when possible so that you and your healthcare provider share all of the information needed.
5. Let us know if there's anything we could have done better during your stay. Please feel free to contact our Patient Representative at any time during or after your hospital stay.

*Lena West, Patient Representative
(519) 326-2373
Ext. 4118*