

Medication Safety



Giving people the wrong amount or type of medication is the most common type of medical mistake. You can help keep your child safe by:

- Bringing a list of medications and the bottles of the medications your child uses at home. This includes vitamins, herbal medications and over-the-counter medications.
- Making sure you keep your medication list up-to-date.
- Knowing the reason why the medication is needed, how often to take it, and how much.
- If you are an inpatient, making sure you talk to the doctor, nurse or pharmacist about medication to be taken at home.
- If you are unsure about a medication, ask.
- Take the medications your child no longer uses to a pharmacy to be destroyed safely.

Let Us Know When There Are Problems

Giving quality care is important to all of us. We want your input on your experiences and your concerns. Your feedback improves the quality of care we provide. Let us know how things are going.

If you have any comments about your child's care, our staff, or our facility, please share them first with the person involved or with their manager.

If we have not met your expectations, we are committed to working with you to find a reasonable solution. We welcome your input about your child's care.

If you feel that your problem has not been satisfactorily resolved, contact the Patient Care Quality Office and they will assist you with your concerns:

Toll free number 1-888-875-3256
Website www.phsa.ca/PatientCareOffice
Fax 604-875-3813 Address: 4th. Floor, Room F404,
4500 Oak St., Vancouver, BC V6H3N1

About Sunny Hill

Sunny Hill Health Centre for Children is a provincial facility offering specialized services to children and youth with disabilities, their families and communities throughout British Columbia. Using a family-centred approach, Sunny Hill helps promote the healthy development of children and youth by supporting families and community service providers in their efforts. It is also a resource for educational services and information about disabilities. Services are delivered close to home in a child's community, or on site at Sunny Hill, located in Vancouver.

How To Contact Us

Sunny Hill Health Centre For Children
3644 Slocan Street, Vancouver, BC V5M 3E8
Phone: (604) 453-8300
Toll Free: 1-888-300-3088
Fax: (604) 453-8301
www.bcchildrens.ca/sunnyhill

Promoting Better Health for Children and Youth with Disabilities through Clinical Services, Education and Research



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As a parent or guardian, you are an important member of your child's health care team. We encourage you to be involved in your child's care and to work with us. Here are several ways you can help:

Share Information With Us

- Tell us about your child's health.
- Tell us if your child has allergies.
- Tell us if your child has had any reactions to medications.
- Write down your questions.
- If you don't understand something about your child's care, ask a member of your health care team to explain.
- If you need an interpreter, please ask for one.
- We may ask for legal papers about your child's legal guardianship.
- Tell us if you have concerns about your own safety or your child's safety while here.

Keeping Your Child's Information Private

- Your child's information is private.
- We only share your information with your primary care providers.
- We will ask for your okay before we share your child's information with their teachers or other people involved with your child.

Cleaning Your Hands Helps You And Your Child Stay Healthy

Cleaning your hands is the best thing you and your health care team can do to prevent germs from spreading from one person to another.



Whether you are a family member, care provider, staff or visitor, we all can do our part to prevent germs from spreading.

Clean your hands:

- Before and after being in your child's room if your child is staying here at Sunny Hill.
- Before eating.
- After using the washroom or changing a diaper.
- After coughing or sneezing.

To clean your hands you can use alcohol hand sanitizer or soap and water.

Make sure other people clean their hands too. It's okay to remind those involved with your child such as visitors and staff to clean their hands before and after seeing your child.

Expect Us To Ask Questions To Know We Are Caring For The Right Child

Making sure we are seeing and taking care of the right child is very important to us. We will ask you specific questions to make sure we have the right child.

If your child is staying at Sunny Hill, you can help by making sure your child is always wearing a correct name band.

When will we ask? On admission, first visits, before giving medications or before some treatments or procedures.

What will we ask?

When your child is staying at Sunny Hill we will ask: Your child's name, date of birth, hospital number on name band.

When your child is coming as an outpatient we will ask: Name, date of birth, phone number, health card number, address.



Prevent Falls

Sunny Hill wants to make sure our environment is as safe as possible and decrease the risk of falling. Falls happen as children grow and explore the world around them. However, certain medications, diagnoses or medical conditions may make your child less steady and increase their risk of falling. Ways to decrease the risk of falling includes:

All Children:

- Stay beside and watch your child when she or he are in the assessment or therapy room or using the playroom/playground.
- Have your child wear shoes or slippers that are non skid.

Inpatients:

- Have staff show you the unit and your room when you first come to Sunny Hill.
- Use the side rails when your child is in bed.
- Use the call bell if you need help getting your child out of bed.
- Babies under 12 months should not share a bed while staying at Sunny Hill.
- Always return your child to their bed to sleep.

