

Partners in Patient Safety

Working Together to Keep You Safe at Children's & Women's Mental Health

You are an important member of your care team. We encourage you to become part of the team and to work with us. Here's how you can help.

1. Ask Questions

- ▶ It's OK to speak up if you don't understand something about your care.
- ▶ Write down your questions so you don't forget them.
- ▶ Ask for an interpreter if you are hearing-impaired or if English is not your first language.



2. Identify Yourself

We will ask for two ways to identify you before providing your care. This may be first name, last name and birth date. We will always double check so we can be sure we are treating the right person.

3. Share information with us

- ▶ Tell us about your health. Please give us the most up-to-date information about any conditions you have, including allergies.
- ▶ Let the care team know if you have thoughts of suicide or are feeling unsafe.

- ▶ Let us know if you want your visit/admission to the hospital/residence kept private for safety reasons.

4. Use Medication Safely

- ▶ Please give us a complete list of what you are taking at home including over-the-counter medications, vitamins, herbs or natural supplements.
- ▶ Tell us if you have allergies or reactions to any food or medications.
- ▶ Tell us immediately if you have a bad reaction to a medication.
- ▶ Ask the nurse for the names of the medications being given to you and what they are used for.
- ▶ If you notice that a medication looks different from what you were given before, ask the nurse to check the medication and to explain why it has changed.
- ▶ Do not take any medications, vitamins or remedies while in the hospital without asking your doctor or nurse.

5. Help Stop the Spread of Germs!

- ▶ Germs and healthcare-associated infections (infections that patients can get in healthcare settings while receiving treatment)



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for other conditions) can be prevented. Here's how you can help stop of the spread of germs!

- The best way to prevent infection is by cleaning your hands. Use soap and water or alcohol-based hand sanitizer. Hand sanitizers should only be used if soap and water is not available since alcohol-based sanitizers do not kill all germs.
- Cover your mouth or nose with a tissue when you cough or sneeze. Throw the used tissue into a garbage can and then clean your hands. If you don't have a tissue, cough or sneeze into your sleeve, not your hand.
- Tell your healthcare provider about any new symptoms, such as diarrhea, fever, or rash as soon as possible.
- Take antibiotics only if your healthcare provider prescribes them to you and take them exactly as directed.
- Ask your visitors if they have cleaned their hands. If a visitor has a cold or other contagious illness, ask them not to visit the hospital.
- It's okay to ask nurses, doctors or other health care providers if they have cleaned their hands before and after they care for you.

6. Help Prevent Falls

- ▶ Be alert to situations where you could experience a fall.
- ▶ Wear shoes or slippers with rubber soles to prevent slipping.
- ▶ Tell us if you have a condition that might make a fall more likely (e.g. seizure disorder, poor balance).
- ▶ Immediately report any symptoms such as dizziness, light-headedness, tremors or muscle spasms.

7. Fire Safety

Fire events in hospitals are uncommon but we still treat them very seriously. Our staff are trained to respond quickly.



During your stay

- ▶ If you **see** a fire, pull the fire alarm and tell a staff member immediately. Staff will direct you to an area of safety.
- ▶ If you **hear** a fire alarm, remain calm and check your immediate area for signs of smoke/fire. Staff will determine the cause of the alarm and take appropriate action.
- ▶ An intermittent signal means that there is a possible fire emergency. Remain calm. Watch for signs of smoke/fire. Listen for overhead announcements and take direction from staff.
- ▶ A continuous signal means there may be a fire present and there could be a possible evacuation of some areas. Watch for signs of smoke/fire. Take direction from staff, public announcements, or the Fire Department. Do not travel in the building. Do not use elevators.

8. Know Your Rights

- ▶ Personal electronic devices such as cell phones, iPods, laptops or anything that can take pictures are not allowed on the inpatient units. This is to ensure the privacy of all patients. You may use electronic devices that are provided by the program.
- ▶ Your computer and internet use will be monitored by staff. This is to ensure appropriate use and the privacy of other patients.

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- ▶ It is important to know about provincial mental health guidelines, the Privacy of Information Act and the Freedom of Information Act that protect you. Your information will be kept private unless there are concerns about your safety, or the safety of others. For more information about the Mental Health Act ask your care provider or refer to the following resources.

Notes:

9. Resources

Learn as much as you can about your mental health condition and treatments.

We recommend the following resources:

- ▶ Here to Help
www.heretohelp.bc.ca
- ▶ HealthLinkBC
<https://www.healthlinkbc.ca>

10. Before You Are Discharged

Make sure you understand your treatment plan. Ask for written information on medications, treatments and follow-up appointments.

11. Let us Know When There are Problems

- ▶ If you have concerns about your care, discuss them with your care team.
- ▶ If you feel that your problem has not been satisfactorily resolved, contact:

Patient Care Quality Office



Toll free number 1-888-875-3256

Website: www.phsa.ca/PatientCareOffice

Fax: 604-875-3813

Address: 4th Floor, Room F404
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