

While in the Hospital

We consider you a partner in your health care. While in the hospital, we kindly ask that you:

- **Don't bring** any valuables (e.g. jewelry, money, electronics, etc.). Patients are responsible for their personal items.
- **Respect** the hospital's visiting hours and guidelines.
- **Respect** other people's property and that of the hospital.
- **Follow the hospitals rules**, including:

Scent-Free Policy - the hospital is a scent-free facility. We ask patients and visitors to avoid wearing perfumes, soaps, body lotions and other scented products.

Smoke-Free Policy - smoking is not permitted anywhere on hospital property. If you are having difficulty with not smoking, talk to your health care provider as they may suggest smoking cessation options.

Photography, video and recording policy -

to preserve patient confidentiality and privacy, cellular phones and other devices are not permitted to photograph, take video or record conversations of any patient, physician, staff member or volunteer in the hospital without prior authorization by hospital administration.

Preparing to leave after your scheduled appointment

Before you leave, ask your health care provider about any follow-up care necessary. Patients, their family members and/or caregivers are encouraged to discuss care goals and needs with the health care team.

Take an active role in your health care and safety!

For more information on hospital patient safety, please speak with a member of your health care team.

QUEEN ELIZABETH HOSPITAL



PRINCE EDWARD ISLAND

Health PEI

Ambulatory Care Services

Take an Active Role in Your Health Care



Ask • Listen • Talk

You **Can** Participate in Your Care!

QUEEN ELIZABETH HOSPITAL



PRINCE EDWARD ISLAND

Patient Safety

Every member of your health care team is committed to providing safe and excellent care.

Your health care team may include physicians, nurses, occupational/ respiratory/ physio therapist, dietitian, social workers, spiritual care providers and others.

As a patient you play an important role throughout each stage of your care. We encourage you to be more involved and **Ask, Listen** and **Talk** with members of your health care team while in hospital.

We are working toward a collaborative model of care that will have you, the patient, as the focus. You and your family are recognized as coordinators of your own care with assistance from members of your health care team.

Tips for Patients

Always bring your PEI Health card/medical insurance card. Wear your ID bracelet while you are in the hospital and make sure that the information on the bracelet is correct.

If you have any questions or concerns, talk with a member of your health care team, especially if something does not seem right as YOU are the expert on you.

Listen to EVERYTHING your health care provider tells you and make sure they explain your care in a way you understand.

Bring a family member or friend for support or to ask questions on your behalf when you are not feeling well.

Tell your health care provider if someone is helping you make health care decisions - If you have an advance directive, please bring a copy with you.

Educate yourself about your condition – ask your health care provider about what tests are being recommended and why, and what your treatment options are.

Know what medications you are taking and keep an updated list that includes prescriptions, over the counter medications, vitamins, herbal supplements, ointments, inhalers, etc. Share the list with your health care provider.



Talk to your health care provider before taking a medication that does not look familiar to you.

Tell your health care provider about any allergies you have to medications, foods, etc.

Wear your rubber soled footwear to the hospital and use walking aids (e.g. walkers, canes, etc.) if required.

Know the members of your health care team. Members of your health care team should:

- Introduce themselves and explain their role
- Wear an identification badge
- Verify that you are the right person before providing care.

Ask your health care provider if they have washed their hands before providing care. As a patient, you should also wash your hands frequently, especially when entering and leaving a room in a clinical setting.

Listen to, read and follow special instructions in order to prevent the spread of germs and infections. If unsure, please ask your health care provider.

Make staff aware of any mobility challenges you may have, as this will:

- Ensure you are moved in a way that is safe and that best meets your health care needs.
- Reduce any risk of injury to you and to staff.

