

Name: TESTER, TEST 0
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Att Physician: HealthNet, American

**Safe Environment for Patients
It is your right to be involved in your care.**

**This is to inform you that WE want you to be involved in your
patient care.**

1. Your nurse/care provider should always ask you your name and date of birth prior to giving medications or giving blood or blood products, drawing blood (Lab) or performing any test (includes Radiology, Surgery, Special Procedures or Respiratory Therapy or treatments).
2. Staff should wash their hands when entering your room (if they forget, politely ask them to wash their hands). Staff may use the alcohol-based foam---this qualifies as "hand washing."
3. Staff should explain to you what medication they are giving you. If you are unfamiliar with the drug or the reason for the medication, question your nurse about what the medication is used for, which doctor ordered it, and the side effects.
4. Please notify your nurse or call 671.2021 if there is a problem or you have a complaint about the care you received while a patient. Everything will be done to resolve all issues while you are a patient.
5. Your family member(s)/significant other(s) can also express concerns/complaints for you as long as you agree to let them act as an advocate for you.
6. We will try our very best to alleviate your pain. If you have a PCA pump for pain, please **DO NOT ALLOW ANYONE ELSE TO PUSH THE BUTTON FOR YOU** to access additional pain medication, this includes nursing staff. It is **YOUR** pump.
7. One of our hospital-wide Performance Improvement initiatives is Fall Prevention. We assess your risk for falls at your initial assessment, and reassess fall risk every shift. Some protocols may be to place your bed in the lowest position, non-skid footwear, bed alarms in place, to have your call light in reach, to ask for assistance when getting out of bed. Staff will always try to promptly assist you, but if you need assistance more quickly, please call and ask again. Family members or friends may be asked to stay with you. Staff members have been educated about what medications or combination of medications may interfere with walking or remaining steady on your feet. Even with our best efforts, a fall might occur. We will contact your doctor and send you for X-rays. An investigation will begin to identify why you fell. It is our focus to have your stay remain injury free at our facility.
8. Restraints usage is limited at Smith Northview Hospital. Alternate methods will be used prior to placing restraints. A doctor's order must be obtained prior to applying restraints. A new order from the doctor must be obtained every 24 hours. All nursing staff members are required to monitor the patient at regular intervals that include checking for circulation problems, toileting, eating needs, etc. Other interventions will be tried before restraints are used, such as having family members or friends stay with you or closer monitoring, etc.
9. Please speak up and voice any concern you have to your nurse or you may call 671.2021. If Voice Mail answers your call, please leave your message. Staff will contact you promptly.
10. Please remember to ask for help anytime you need assistance or have questions by using your call light or by asking family members or friends to speak with your nurse for you. Your nurse is identified on the message board on the wall at the end of your bed. Nurses carry beepers so the ward clerk can pass information quickly to your nurse.