

Patient Safety for Patients

We urge you and your family to become part of our patient safety team.

For our patient safety program to be truly effective, we need you to be fully informed and actively involved in your care.

What does your involvement in patient safety mean to you and your family?

- It means we need you to provide detailed information about your condition.
- It means that you should clearly understand your diagnosis and treatment plan and know what to expect.
- It means keeping us informed of any changes in your condition, good or bad, such as an allergic reaction to a drug.
- It means we want you to speak up when you have a question about any aspect of your care.

We want you to become a partner in the development of a safe care plan. Your active involvement will help us consistently do the right thing at the right time for the right person – *you*.

Don't be afraid to ask questions if you have doubts or concerns: Speak up! This will allow your healthcare providers an opportunity to better assist you. We want you to understand your treatment plan and why we have chosen it for you.

Involve your loved ones: Keep your loved ones informed about your care plan. Better yet, ask a family member to assist you in understanding and carrying out your care plan.

Understand your role in your care: Take a look at the GCHC Patient Rights and Responsibilities hanging on the wall in the waiting room and printed on the reverse side.

Make sure you and your caregivers are clear about what medications you take: Be sure to tell your caregivers what medications you are taking, including non-prescription medications, vitamins and herbal remedies. When you receive a prescription, make sure it is the right medication and the right dose. Use the clinic's medication record sheet to help with keeping track of all your medications.

Infection: Don't pass it on! : Did you know that each year, many lives and millions of dollars are lost due to the spread of infections in hospitals? Don't be afraid to remind friends, family and healthcare providers to wash and sanitize their hands before coming into direct contact with you.

Know what to do after leaving the clinic: Make sure you understand what you need to do to keep your care plan active. Take time to speak to your caregivers about what medications you'll need and when you'll need to take them. Make sure you have contact information for one or more of your caregivers if you have further questions once you get home.

If you have any concerns about your health care treatment at Glacier Community Health Center, or wish to report any safety concerns for yourself or a member of your family, please contact the Chief Executive Officer at 406-873-5670. Your safety is our biggest concern.