



8 simple steps to keep yourself safe during your hospital stay

You have the right to health care that is:

- **Respectful**
- **Responsive**
- **Safe**

1 About you

- Tell us if any of your personal information is wrong (ID band, residential address, GP or next of kin).
- Tell us if you have any allergies and we will give you a red identification band.



2 Your medicines

- Tell us if you do not understand what your medicine is for or if you have had a bad reaction to a medicine.
- Talk to your doctor, nurse or pharmacist about any concerns you may have.
- Ask about any possible side effects.
- If your medication changes, e.g. its shape, colour, talk to your healthcare team about the reasons for the change.



3 Preventing infection

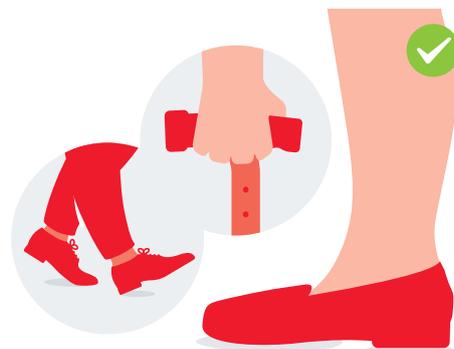
- Wash your hands before and after visiting the toilet, and before all meals.
- Don't hesitate to ask your healthcare staff if they have washed their hands before having contact with you.
- Tell us if you have diarrhoea or vomiting.



4 Preventing falls



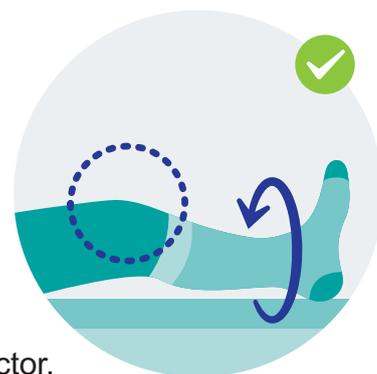
- Wear laced-up or snug-fitting shoes, or slippers with rubber soles.
- Use your walking aid/s as advised.
- If you need assistance, ask one of our friendly staff.



5 Preventing blood clots



- Wear your hospital stockings if advised.
- Try to move as often as you can.
- Try to do simple leg and ankle exercises.
- Drink fluids as recommended.
- Take blood-thinning tablets or injections as advised by your doctor.



6 Pressure sores



- If you can, try to keep mobile – even in bed. Call us if you feel uncomfortable.
- We are happy to help you change position and can provide a special mattress or cushion for support.



7 Any concerns?



- We are here to help you – talk to us if you have any worries or concerns about your treatment.
- You can provide feedback during and after your hospital stay, in person, on paper or online.



8 Leaving hospital



Before you leave, make sure you:

- have your discharge letter
- have your medicine/prescription and it has been explained to you
- know who to contact if you have any questions or concerns
- know when your next appointment is.

