

**Your healthcare team
would like to tell you:**



**If you have questions about
safe healthcare
call us • tell us • ask us**



or

**Patient Safety Hotline
County of Los Angeles
Department of Health Service
(213) 989-SAFE (7233) or (800) 611-4365**

or

**Office of Quality Monitoring
The Joint Commission
complaint@jointcommission.org
(800) 994-6610 ♦ Fax: (630) 792-5636
<http://www.ccforspatientsafety.org/>**



Health Services
LOS ANGELES COUNTY

Dear Patient:

These safety tips can help you to
be more involved in your care.

**Living Healthy
Staying Safe**

Outpatients

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Disclaimer: This information is for specific health education purposes only. If you have questions, you should ask your doctor, nurse, or other persons who you see for your health care needs. Each clinician caring for the patient is responsible for determining the most appropriate care.

Be involved in your healthcare. Your safety is very important.

Please ask!



- Your doctor and nurse **want you to ask questions** about your illness.
- Tell us your concerns.
- Know the name of your illness.
- Ask about your **test results** and **referrals**.
- Know the options you have to treat your illness.
- Ask a **relative or friend to be with you** for your clinic visits, if you can.
- **Ask for an interpreter** if you need one.
- Before you come to your visit, it is good to **write down questions** for your doctor.

The right care for the right person.



- **Speak up** if you think we have you mixed up with someone else. Many people have similar names.
- We must check your **ID** and **date of birth** before we:
 - ◆ give you medicine or blood,
 - ◆ draw your blood,
 - ◆ do an X-ray, test, or treatment.
- We, the healthcare staff, **must wear photo ID badges**

Know your medicine.



- Know about your medicines and why you need them.
- **Tell your doctor about all the medicines you take.** These are:
 - ◆ anything a **doctor ordered**,
 - ◆ anything you **bought over-the-counter**,
 - ◆ **herbal medicines**,
 - ◆ **vitamins, minerals, and others.**
- Bring all your medicine bottles to show us.
- Always carry a list of your medicines with you.
- Tell us if you have **any allergies** or **bad reactions** to medicines, foods, or latex (rubber).
- Tell us if your medicine **does not give you the result** you expect.
- When you pick up your medicine, check it.
 - ◆ Does it look the way it should?
 - ◆ Does it have your name on it?
 - ◆ Does it have a proper label?
 - ◆ Do you know how to take it?If not, do not take that medicine! Ask us.
- Make sure you have **enough medicine** until your next clinic visit.

Fight the spread of germs together!



- We should **first** wash our hands before we touch you. Please remind us if we haven't. We may wash our hands using **soap and water** or **alcohol-based hand gel**. **Hand-washing** is the best way to prevent infections, like the common cold or the flu.
- **Always wash your hands** after using the bathroom and before eating.
- Always use a tissue to **cover your nose and mouth** when sneezing and coughing.
- Germs and infections can be spread through coughing, sneezing, and touching.



Be careful!



- **No smoking** – except in designated areas outside.
- Know where the **nearest exits** and **stairs** are.
- **Tell us** if you see any unsafe hazards, like wet floors, blocked hallways, loose wires, or exposed needles...etc.
- Report any unusual activities or people.