

## Patient Safety

Patient safety is important at the IWK Health Centre. It is part of our Quality Improvement Plan. Our goal is to ensure the safety of everyone who has care or service with us. The IWK encourages you to know about and be actively involved in your or your child's care.

Working together, we can ensure a safe hospital visit.

### It's important to ask:

- **Ask** us to explain or repeat anything .
- **Ask** questions about any part of your care (such as your diagnosis and treatment plan).
- **Ask** if you think anything is wrong; trust your feelings.
- **Ask** us to introduce ourselves .
- **Ask** us to check your hospital bracelet. If you don't have it, ask us for one. It is important to wear it.
- **Ask** who to contact to get test results (such as blood work); and ask if you have questions after your visit.
- **Ask** staff, family and visitors to clean their hands before entering or leaving your room.
- **Ask** about your medicine during your visit and before you go home. Make sure you understand how you take it, when you take it, and any side effects to expect. Make sure staff explain *any* changes made to your medicine.

***What you see and think makes a difference. Keep staff informed of changes you notice.***

### It's important to tell:

- **Tell us** what medication(s) you take at home. This means any prescription medication, non-prescription medication, herbal, homeopathic or traditional medicines. The best thing to do is bring all your medication(s) with you to your visit. Or bring us a complete list of all medications you take at home. Write down how you take them. *Cell phone pictures of each medication's label can help, too.*
- **Tell us** about any allergies you have.
- **Tell us** if you have been in hospital or had surgery before.

[www.iwk.nshealth.ca](http://www.iwk.nshealth.ca)



## Other things you should know:

- The IWK has a Scent Reduction Policy. Patients and families are asked to *not* use scented products when visiting our hospital. (This means no perfume, cologne, aftershave, hygiene products, scented soaps, detergent).
- If you need help finding your way around the hospital, ask at the Volunteer or Security Desks, or ask staff. There are also some signs on the walls.
- After 8pm and on weekends, *only* the Women's Building doors are open (on University Avenue).

***If you have security concerns call our Security Desk at (902) 470-7070 or ask an IWK employee/security staff for help.***

## Please use this space for your notes. Write down questions, or anything you want to remember.

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**If you have *any* questions or concerns, please talk about them with your health care provider(s)**

**It's ok to ask and tell; your sharing makes a difference**