

Welcome to St. John's Mercy Medical Center. Our goal is to exceed your expectations. The physicians and staff want to do everything possible to make sure your stay — or the stay of your loved one — is as safe and worry-free as it can be.

In order to accomplish this, we need your participation. We have prepared this guide to outline ways you can make hospital safety your business.

## QUESTIONS AND CONCERNS

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Let us know if you have any questions or concerns about your care. Do not be embarrassed to ask questions. You have a right to understand what is going on.

Being in the hospital can be stressful. Asking a trusted family member or friend to spend time with you may help. Often this person can ask questions that you may not have thought of if you're stressed. Make sure this person understands your wishes about resuscitation and life support.

## STAFF IDENTIFICATION

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Expect the staff to introduce themselves to you and have badge identification clearly visible.

If you are the parent of a new baby or small child, be sure you know the name and title of the staff caring for your child. If you have any doubts, ASK.

## MEDICATIONS AND TREATMENTS

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Our goal is to administer safely and effectively the medications that have been ordered for you. At St. John's Mercy Medical Center we adhere to quality standards to assure that you receive your medications in the right amounts, at the right times, and in the right manner.

Expect that hospital staff will look at your name band or ask you your name before giving you medicines and performing treatments. If they don't, insist on it to help assure the medication and treatment are meant for you.

Ask the purpose of each medicine you take and each treatment you receive. In addition, ask what you can expect from these medicines and treatments. Ask the staff if there is any written information on the subjects that they can give you.

Tell your nurse about any medications you have taken in the past and any reactions you had to them.

## BEING INFORMED

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Make sure you read and understand all medical forms before signing. If you do not understand them, ask your doctor or nurse to explain them. We want you to ask questions.

The professional staff at St. John's Mercy follows the strictest medical guidelines in assuring that surgery is performed on the proper area(s) of the body. If you are having surgery you may request to have the left or right side of your body marked prior to surgery.

## PREVENTING INFECTION

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Washing hands is the best way to prevent infections. You and your visitors as well as the staff should wash hands often to help prevent infection.

## BEING DISCHARGED

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Before you leave the hospital make sure you understand all the instructions for your follow-up care.

## AND FINALLY ...

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If something does not seem right to you, tell us. Don't give up until you feel your questions and concerns have been answered.

# SPEAK UP



BE INVOLVED  
IN YOUR CARE