

## **REMEMBER**

1. Share any concerns you or your family have about your care or safety issues with staff.
2. Ask Questions.
3. Know Your Medicines.
4. Get Your Test Results.
5. Ask About Hospital Care.
6. Get Explanations about Operations and Procedures and ask about your Options.

If your concerns cannot be resolved through the hospital, you are encouraged to contact:  
Joint Commission at 1-800-994-6610.



DEPARTMENT OF VETERANS AFFAIRS

## **VA Tennessee Valley Healthcare System**

Nashville Campus  
Alvin C. York Campus  
Chattanooga Outpatient Clinic  
Clarksville Outpatient Clinic  
Cookeville Outpatient Clinic  
Fort Campbell Outpatient Clinic  
Tulahoma Outpatient Clinic  
Dover Outpatient Clinic  
Bowling Green Outpatient Clinic  
Vine Hill Outpatient Clinic  
Charlotte Avenue Clinic

### **Patient Representatives**

Nashville (615) 327-4751 ext. 6218  
Murfreesboro (615) 867-6000 ext 6014

### **Telephone Care**

#### **Nashville**

1-800-228-4973  
8:00 am – 4:30 pm

#### **Murfreesboro**

1-800-876-7093 ext 3307  
8:00 am – 4:30 pm

### **Patient Safety Coordinator**

(615) 867-6103, ext 3456  
(Murfreesboro)  
(615) 327-4751, ext 5609 (Nashville)

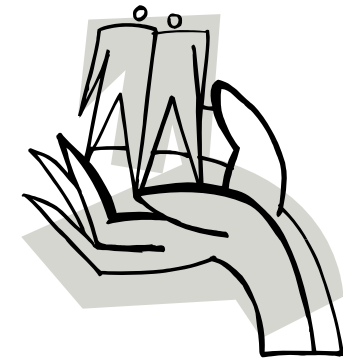
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# **PATIENT GUIDE TO SAFER HEALTH CARE**

BASICS OF PATIENT SAFETY

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## **We Care About Your Health**



### **WHAT IS PATIENT SAFETY?**

Patient Safety is creating a safe and caring setting for our veterans & their families.

### **WHO IS RESPONSIBLE?**

Patient Safety is everyone's job, including yours. If you or your family see or hear something that just does not seem right, please share your concerns with your nurse, doctor or anyone else who works here. We will be happy to check it out for you.

# FIVE STEPS TO SAFER HEALTH CARE

## 1. Ask Questions

- ✓ PREPARE for your visit.
- ✓ Bring a list of questions with you. Remember, no question is "stupid."
- ✓ Get answers that you understand.
- ✓ Don't be afraid to tell the doctor if you don't understand something.
- ✓ Take a friend or family member with you to clinic visits to help ask questions and help understand answers.
- ✓ What is the name of **your** Doctor or Provider in charge of **your** Care?
- ✓ Ask if your doctor, nurse, and/or other clinical staff have washed their hands prior to your care.

## 2. Know Your Medicines

- ✓ Keep a list of **ALL** of your medicines, the doses & how often you take them. Include:
  - **Vitamins**
  - **Over- the- counter medicines**
  - **Herbs**
  - **Teas**
  - **Home remedies**

### □ **Nutritional Drinks**

- ✓ List any allergies you think you might have, include drugs and food.
- ✓ Bring a list of your medicine and allergies to your appointment.
- ✓ Ask your pharmacist about drug side effects and things you should not eat or do while taking the medicine.
- ✓ **READ THE LABEL**; make sure it is what your doctor ordered for you.
- ✓ **LOOK AT THE MEDICINE**, if it looks different, ask your pharmacist or doctor **before** you start taking it.

## 3. Get Test Results

- ✓ Make sure you **GET THE RESULTS OF ALL TESTS**.
- ✓ Ask the doctor or nurse how you will receive test results.
- ✓ If no one contacts you with the test results, call them!

## 4. Ask About Hospital Care

- ✓ If you need hospital care, talk to your doctor about **ALL** of your care options.
- ✓ Before you leave the hospital, ask about follow-up care.
- ✓ Be sure you clearly understand what you are to do once you get home.

## 5. Get Explanations about Operations & Procedures and ask about Other Options

- ✓ Make sure you understand why you need an operation or procedure.
- ✓ Ask about all other choices you may have besides having an operation or procedure.
- ✓ Tell the doctor if you have had a bad experience with an operation, procedure or anesthesia in the past.
- ✓ Make sure your doctor knows if you have allergies.
- ✓ Ask who will be in charge of your care.
- ✓ Ask the doctor to be specific about what is going to happen to you.
- ✓ How long the operation or procedure take?
- ✓ What to expect after an operation or procedure.
- ✓ How you will feel after an operation or procedure and for how long?
- ✓ How long will it take before you can resume normal activities after an operation or procedure?