

Patient Safety Tips

While receiving treatment at UCSF, your safety is our primary concern.

Many procedures are in place to protect your well-being and to secure the best medical outcome possible for you. However, as with any system, these safeguards are not completely error proof.

By working with your health care team you can help us ensure a safer health care experience for you.



Medication Tips

Recognize your Medication. If the medications you are given do not look familiar, speak up and alert your doctor or nurse. Do the same when picking up medication from the pharmacy.



Make sure that all of your doctors know about everything you are taking. This includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs.

Make sure your doctor and your nurse know about any allergies and adverse reactions you have had to medications.

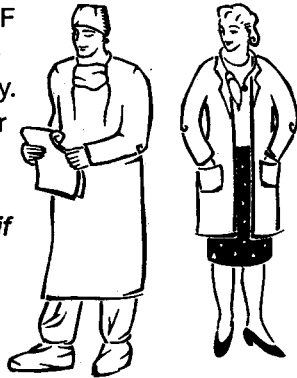


When your doctor writes you a prescription, make sure you can read it.

Ask for information about your medicines in terms you can understand—both when your medicines are prescribed and when you receive them.

Hospital Stays

Know your health care professionals. All UCSF Employees – doctors, nurses, and other staff – wear a photo identification badge while on duty. If you're not sure who someone is or what their role is, please ask.



Make sure your caregivers wash their hands if they perform any "hands on" procedures. Evidence is overwhelming that washing your hands is the single most important thing that anyone – including your care giver – can do to prevent the spread of infection.

When you are being discharged from the hospital, ask your doctor, nurse, or pharmacist to explain the treatment plan you will use at home.

Other Important Tips

If you are having surgery, make sure that you, your doctor, and your surgeon all agree clearly on exactly what will be done.

Make sure you know who is in charge of your care. This is particularly important when many people are involved in your treatment, or when you have many health problems.



Speak up if you have questions or concerns. You have the right to know about your care. We encourage you to discuss your questions and concerns with your physician or any member of your care team.

If you can, ask a family member or friend to be there with you and to be your advocate. It is important to have someone who can help get things done and speak up for you if you can't.

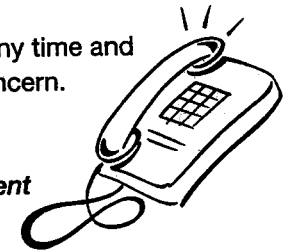
Thanks for joining our partnership!

UCSF Medical Center physicians and staff are proud of the high-quality care that we deliver to our patients. We acknowledge that while we do provide the best care possible, to err is human. We appreciate your partnering with us to make sure you have the positive experience that patients have come to expect from UCSF.

Something seem unsafe? See something we've missed or something we can do better? Please let us know, we want to hear about it. We welcome your concerns and questions and encourage you to express them to your physicians, nurses, and other staff as they will know whom to contact to correct the situation.

How to reach us:

- Call the **Patient Safety Hotline** at any time and anonymously report your safety concern. **Dial 415/353-8787.**
- If you prefer, you may contact **Patient Relations** at 415/353-1936.



This pamphlet is sponsored by the UCSF Patient Safety Committee. Information is adapted from the Agency for Healthcare Research and Quality <http://www.ahrq.gov/consumer/20tips.htm>.