



**NORTH
YORK
GENERAL**

*Making a World
of Difference*

Guidelines for Involvement in Your Care

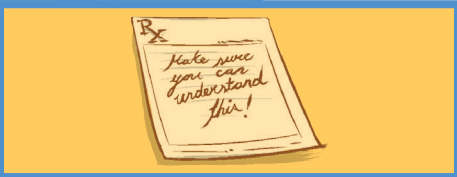
Patient Safety Education Series



It's Your Health

It's Your Voice

*Your voice matters,
so speak up!*



Help us keep you safe

YOUR SAFETY

Safety is a top priority at North York General. Our staff, physicians and volunteers are committed to providing patients with the safest, highest quality care, and the best patient and family care experience.

You and your family are part of your care team, and have an important role in keeping you safe.

This brochure provides simple advice and basic tips on how you and your family can partner with your health care team and be involved in your care.

With best regards,

Tim Rutledge

President and CEO





KNOW ABOUT YOUR CARE

- You and your doctor should agree on goals of care while at the hospital
- Know who is taking care of you (name of your doctor, nurse etc.)
- Know how long a treatment or procedure will last
- Know how you should expect to feel after a treatment or procedure



ENLIST FRIENDS AND FAMILY

- Ask a family member or friend to stay with you as your “health care partner,” especially if you need extra support
- Ask your health care partner to be involved in your care and ask questions so everyone understands what is happening to you and why
- Ask your health care partner to speak up if something seems strange
- Make sure your health care partner knows how you feel about resuscitation and life support



PAY ATTENTION

- Be aware of what is happening around you
- Know what is happening to you
- If you don't know, ask
- If you still don't understand, please ask again



SPEAK UP

- Voice questions or concerns
- Don't be embarrassed to point out something that seems wrong
- For example, you may want to ask about:
 - Treatments or procedures
 - Medications you should take and how to take them
 - The medical problem you have



CHECK FOR ID BADGES

- Look for ID badges – all staff, physicians and volunteers must wear one
- Don't let anyone who is not wearing an ID badge care for you



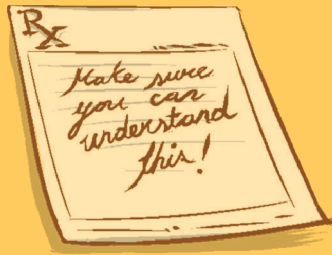
MAKE SURE YOU ARE THE RIGHT PATIENT

- Staff must identify you before they provide care
- They must use two methods of identification every time
- It's always okay to remind staff to use two methods of identification



MAKE SURE STAFF WASH THEIR HANDS

- Everyone working in the hospital must wash their hands
- Staff, physicians and volunteers must wash their hands before and after everything they do (this may not be in view of you)
- It's always okay to ask if a staff member, physician or volunteer has washed their hands



KNOW YOUR MEDICATIONS

- Ask the reason for all of your medications
- If you don't recognize a pill, don't take it
- Get written information about your medication and read it
- Make sure you can read and understand your prescriptions



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HOURS OF OPERATION

The Patient Experience Office is open
Monday to Friday 8 am - 4 pm (excluding
statutory holidays)

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