

**Patient Safety Hotline: (415) 353-8787**

## Patient Safety & You

At UCSF Medical Center, our most important responsibility is to deliver the highest-quality and safest care; we are committed to this as our top priority every day.


Patients who are more involved with their hospital care tend to do better and stay safer. By working together with physicians, nurses and other hospital staff, you can help lower your risk and make your hospital stay as safe as possible.

***You are the center of the health care team.***

**UCSF Medical Center**

---

**UCSF Benioff Children's Hospital**



Thank you for choosing UCSF Medical Center.  
We look forward to providing you with the  
highest quality and safest care.

Here is how  
you can  
make your  
visit a safer  
and more  
positive  
experience.

### ASK QUESTIONS ABOUT YOUR CARE

***Speak up if you have questions or concerns. If you don't understand, ask again.*** We encourage you to discuss your questions and concerns with your doctor or any member of your health care team.

***If you can, ask a family member or friend to listen with you when a diagnosis, treatment plan, test results or discharge plans are explained.*** It is helpful to have someone help you remember and speak up for you if you can't.

***During your hospital stay, if you or your family member thinks that there has been a change in your medical condition and feel that immediate action is needed, or if you believe part of your care has not been addressed, we want to know.*** We encourage you to speak with the nurse so he or she may request assistance from our Rapid Response Team (RRT), which is available 24 hours a day, 7 days a week to assist.

If you or a family member is seen in the outpatient clinical areas and are experiencing any urgent changes in medical condition, tell someone on your health care team so he or she may request additional emergency assistance.

Before you leave the hospital or when your clinic visit is completed, you or your family member should ask your doctor, nurse, or pharmacist to explain the treatment plan.

## PREPARE FOR YOUR SURGERY OR PROCEDURE

**Ask your doctors about your surgical treatment plan and how to prevent infections.** Make sure that you all agree on that plan.

**To reduce your risk of infection:**

1. Stop smoking (if you smoke)
2. Limit alcohol intake at least 30 days before surgery
3. If you are in the hospital before your surgery, ask for a bath or shower with special soap before surgery

**Before your surgery or procedure,** a health care professional will mark the site on your body to be operated on or the site on your body where the procedure will be performed. Make sure he or she confirms your identification and marks only the correct part and nowhere else.

## IDENTIFY YOURSELF AND YOUR HEALTH CARE TEAM

**Know your health care professionals.** All UCSF employees – doctors, nurses, and other staff – wear a photo identification badge while on duty. If you are not sure who someone is or his or her role, please ask.

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

**Make sure all staff check your ID bracelet or ask your full name and date of birth before any procedure or test.**

## AVOID EXPERIENCING A FALL

**The hospital is an unfamiliar place and the effects of your illness, surgery or medications can make experiencing a fall more likely.**

If possible, use your nurse-call light for help before you need to leave your bed. Your health care team will work with you and your family to let you know other ways to prevent falls and to stay safe.

To ensure a safe experience while in the clinic or your doctor's office, please ask clinic staff for wheelchair assistance when needed.

## HELP PREVENT THE SPREAD OF GERMS

***Be aware that hand washing is the best way for you and your health care team to prevent the spread of germs. Staff will welcome your reminder to wash their hands before examining you or giving you medication.***



### ***Respiratory etiquette:***

1. Cover your mouth and nose with the elbow or a tissue when you cough or sneeze.
2. Use a tissue to blow your nose.
3. Clean your hands after using a tissue.
4. Ask your family and friends not to visit you if they are sick.
5. If people with a cough, sore throat, runny nose or nasal congestion must visit, they must wear a mask.
6. If you have a cough, sore throat, runny nose or nasal congestion, you will need to wear a mask when in a patient room, exam room or waiting area.

## GET THE MOST FROM YOUR MEDICATIONS

***Tell your doctor and nurse about all the medications you are taking,*** including vitamins, herbal remedies and over-the-counter medications. Bring a current medication list with you to the hospital or your doctor's office.

***If you do not recognize a medication, verify that it is prescribed for you.***

***Let your doctor or nurse know if you have any allergies or have had previous reactions to any drugs, food or latex.***

***At the end of your visit, you will be given a list of current medications to take at home.*** Review this list and ask questions if you do not understand what or why you are taking a certain medication. Bring your medication list with you to your next doctor's appointment and throw away any old list that is not current.





# Your Health Care Partnership

***Our goal at UCSF Medical Center is to provide every one of our patients with high-quality, personalized care.*** While we strive to provide the best care possible, we also recognize mistakes can happen. Thank you for partnering with us to make sure you will have a safe and positive experience.

***Does something seem unsafe? Do you 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 directly to your physicians, nurses, and other staff so they can address your concerns as soon as possible. You may also reach us at the following numbers:

***Patient Relations: (415) 353-1936***

***Patient Safety Hotline: (415) 353-8787***

Call any time to report your safety concern. You can submit a concern without leaving your name.

If you feel your concerns about patient care and safety have not been adequately addressed by UCSF Medical Center, you may contact The Joint Commission. Call (800) 994-6610, or e-mail [complaint@jointcommission.org](mailto:complaint@jointcommission.org), Fax: (630) 792-5636, or write to: Division of Accreditation Operations, Office of Quality Monitoring-Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

This pamphlet is produced by the UCSF Patient Safety Committee. Information is adapted from the Agency for Healthcare Research and Quality [www.ahrq.gov/consumer/20tips.htm](http://www.ahrq.gov/consumer/20tips.htm). You can get more health information at our patient education library online at [www.ucsfhealth.org](http://www.ucsfhealth.org).

For more information on how patients and care recipients can become actively involved and informed participants with health care teams, access The Joint Commission's "Speak Up" materials at [www.jointcommission.org/PatientSafety/SpeakUp](http://www.jointcommission.org/PatientSafety/SpeakUp).



UCSF Medical Center and UCSF Benioff Children's Hospital strive to provide equal access to our facilities and services for our patients with disabilities. For more information or assistance, please call Patient Relations at (415) 353-1936.



PRINTED ON PARTIALLY RECYCLED PAPER • 5.12-PTS-09-00633

**UCSF** Medical Center

---

**UCSF** Benioff Children's Hospital

**Patient Relations Department**

(415) 353-1936

**Patient Safety Hotline**

(415) 353-8787

[www.ucsfhealth.org](http://www.ucsfhealth.org)