

Write these down, keep them up-to-date and always share them with your health care team:

- > Your personal information (birthday, weight, height, health card number, emergency contact information)
- > Your family doctor and specialist name and number
- > Your medical history (list of conditions, recent blood work, blood pressure, symptoms)
- > Your allergies and reactions
- > Your medicine list with name, why you are taking it, how much and how often including prescriptions, inhalers, vitamins, eye drops, supplements
- > Your community pharmacy name and number
- > Your next appointment (date, reason for visit, important questions to ask).

*Five important tips to keep your healthcare safer:*

- 1. Give information*
- 2. Get information*
- 3. Bring a friend*
- 4. Keep it clean*
- 5. Know what to do*



## *Our Vision*

*Healthiest people  
Healthiest communities  
Exceptional service*

If you have questions or concerns about the care or service you or a family member received, you should speak with the staff and physicians involved in your care. If you still have questions, speak with the facility/unit manager. If you require further assistance, contact a client representative at

(306)655-1026 or toll-free 1-800-655-5066.

For more information, or for support in additional languages, visit "Your Role in Patient Safety" at

[www.saskatoonhealthregion.ca](http://www.saskatoonhealthregion.ca)

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*You're part of the team*  
for safer healthcare



*The more you know,  
the safer your healthcare will be.*



## Five important tips to keep your healthcare safer:

### 1. Give Information

You are the one who knows the most about your health. Tell your healthcare team your medical history, even if you think they already know, or if you think it may not be important.

They need to know:

- > If you are not feeling well right now or have been sick lately
- > If you are taking any medicine: prescriptions (from your doctor), and other ones like vitamins, herbal remedies, food supplements, patches, drops, or inhalers. Keep an up-to-date list, and bring it with you
- > If you have had any surgery or recent stays in the hospital, or if you have seen other doctors or gone somewhere else for care
- > If you have been told you have an illness, condition, or disease
- > If you have a family history of illness, condition, or disease
- > If you smoke, drink alcohol, or use recreational drugs
- > If you have any allergies, or had a bad reaction to any medicine, food, animal, dust, etc. This can include breathing trouble, hives, rashes, headaches, and feeling sick
- > If you have fallen in the past, or think you may fall easily.

Write down your medical information, keep it with you and share it with your healthcare team.

### 2. Get Information

It is your health. If you don't understand what someone is telling you about your health, treatment or a test or procedure, ask questions about it.

Ask questions about:

- > Your medicine, especially if you do not know what it is for
- > Changes to any medicine you are on, what side effects to watch for, and if your medicine should or should not be taken together
- > Ask your healthcare providers who they are when they come into your room
- > Ask questions if you believe you have been confused with someone else.

### 3. Bring A Friend

It is helpful to have a family member or friend with you when you talk to your healthcare team. They can help ask questions and listen with you.

- > If you want your health information to be shared with a family member or friend, tell your healthcare team.
- > If you need an interpreter, ask if there are any available, or bring someone who can interpret for you.

### 4. Keep It Clean

Hand washing and/or using cleansing gels is an important way to help prevent the spread of infection.

- > You can ask your healthcare providers or visitors if they have washed their hands before touching you.
- > If friends or family want to visit you, and they feel sick themselves, ask them to stay home.

### 5. Know What To Do

It is important to know what to do after your visit, appointment, or hospital stay.

Ask your healthcare team about your care at home.

- > Know what signs and symptoms to watch for, and what to do if you have concerns.
- > Know what medicine to take and what medicine to stop.
- > Know where and when your next visit, test, or appointment is booked.

