

Frequently Asked Questions

How does washing my hands keep myself and others safe?

Hands are the number one way infections (germs) are spread from person to person.

How often should hospital staff clean their hands?

Yes, there are four hand hygiene moments for staff:

1. Before and after entering a client's space,
2. Before and after putting on gloves,
3. Before performing a procedure,
4. After being exposed to bodily fluids.

What should I do if I notice my healthcare provider isn't cleaning his or her hands when they should?

As a client or family member, you have every right to ask your care providers to clean their hands before caring for you or your loved one. If they forget, it is ok to politely ask them or give them a gentle reminder. It may feel a little awkward but we want to make sure your care experience is a positive one.

Will cleaning my hands a lot hurt my skin?

Using soap and water too often can dry out your hands. Hand sanitizer will not hurt your skin and should be used most of the time. Try to use soap and water when your hands are visibly dirty.

Why does it sting when I use hand sanitizer?

Hand sanitizer contains alcohol, which can cause any scratches or cuts you may have to sting, but it will not make them worse.

The hand sanitizer and/or soap dispenser in my room is empty. How do I get more?

Please let your nurse know it is empty. If it hasn't been filled by the end of the shift, ask again.

**When in doubt,
clean your hands!**

Information for Clients and Families



*Cleaning your hands
helps to keep both
you
and others
safe and healthy!*

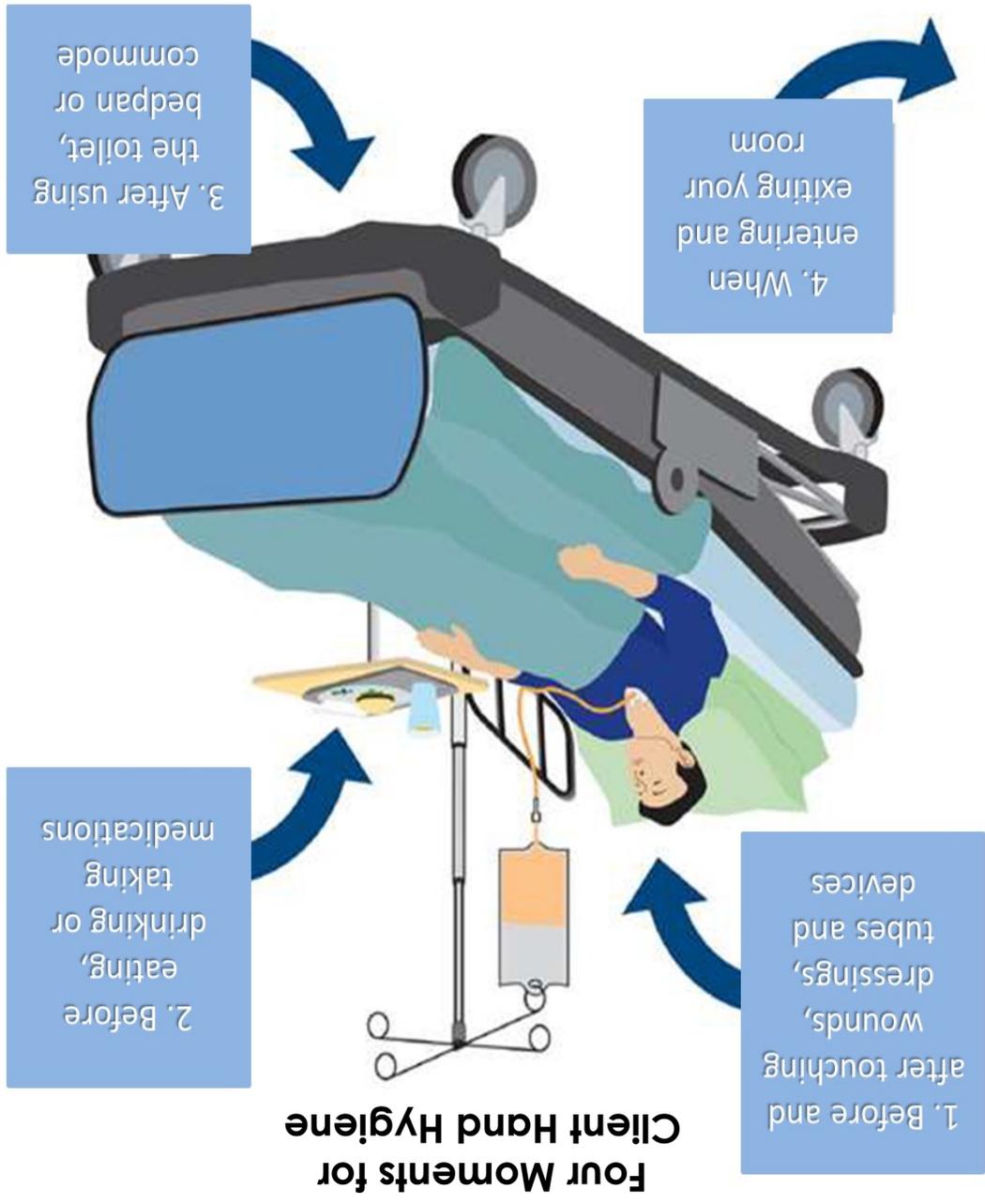
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When to Clean Your Hands



Four Moments for Client Hand Hygiene

How to Clean Your Hands Using Hand Sanitizer



How to Clean Your Hands Using Soap and Water



Adapted from 16. Sunkesula, V. C., S. Knighton, T. F. Zabarsky, S. Kundrapu, P. A. Higgins, and C. J. Donkey. 2015. Four Moments for Patient Hand Hygiene: A Patient-Centered, Provider-Facilitated Model to Improve Patient Hand Hygiene. *Infect Control Hosp Epidemiol*. 36:986-989.