

PALOS HILLS SURGERY CENTER

OUR CONCERN FOR YOUR SAFETY

We at Palos Hills Surgery Center are working to make health care safety a priority. You, as the patient, can also play a role in making your care safe by becoming an active, involved and informed member of your health care team.

While you are a patient at Palos Hills Surgery Center we want you to feel comfortable to do the following:

- Expect our physicians and nursing staff to introduce themselves when they enter your room, and look for their name tags.
- Ask about the purpose of medications you are given, including possible side effects. Make sure you can read the handwriting on any prescriptions written by your doctor. Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell a member of our staff if you think he or she has confused you with another patient.
- Expect our clinical staff to have washed their hands.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband and asks your name, before he or she administers any medication or treatment.
- Educate yourself about your diagnosis and planned surgical procedure.
- Thoroughly read all forms and the consent for surgery and make sure you understand them before signing. If you don't understand, ask our staff or your doctor to explain them.
- Expect your doctor and/or nurse, with your participation, to mark the area that is to be operated upon. Since marking is not feasible or required for all procedures, ask your doctor or nurse if you are unsure if it is necessary.
- Before you leave our facility, be sure that you understand all the post-operative instructions.
- Consider asking your companion to ask questions that you may not think of, to help remember answers to questions you have asked, and to speak up for you if you cannot.
- Make sure your companion understands the type of care you will need when you get home. Your companion should know what to look for if your condition gets worse and whom to call for help.
- Speak up if you have questions or concerns, and if you don't understand, ask again. Don't be afraid to ask about safety. Tell your nurse or doctor if something doesn't seem quite right.
- Participate in all decisions about your treatment.

PLEASE ASK TO SPEAK TO A MANAGER IF YOU HAVE ANY CONCERNS
ABOUT SAFETY AT PALOS HILLS SURGERY CENTER.