

Five Steps to Safer Health Care

STEP 1



Ask questions if you have doubts or concerns.

Ask questions and make sure you understand the answers. Choose a health care provider you feel comfortable talking to. Take a relative or friend with you to help you ask questions and understand the answers.

STEP 2



Keep and bring a list of ALL the medicines you take.

Give your health care provider and pharmacist a list of all the medicines that you take, including nonprescription medicines. Tell them about any drug allergies you have. Ask about side effects and what to avoid while taking the medicine. Read the label when you get your medicine, including all warnings. Make sure your medicine is what the health care provider ordered and you know how to use it. Ask the pharmacist about your medicine if it looks different than you expected.

STEP 3



Get the results of any test or procedure.

Ask when and how you will get the results of tests or procedures. Don't assume the results are fine if you do not get them when expected, be it in person, by phone, or by mail. Call your health care provider and ask for your results. Ask what the results mean for your care.

STEP 4



Talk to your health care provider about which hospital is best for your health needs.

If you have more than one hospital to choose from, ask your health care provider which has the best care and results for your condition. Be sure you understand the instructions you get about follow-up care when you leave the hospital.

STEP 5



Understand what will happen if you need surgery.

Make sure you, your health care provider, and your surgeon all agree on exactly what will be done during the operation. Ask your health care provider, "Who will manage my care when I am in the hospital?" Ask your surgeon: "Exactly what will you be doing? About how long will it take? What will happen after the surgery? How can I expect to feel during recovery?" Tell the surgeon, anesthesiologist, and nurses about any allergies, bad reactions to anesthesia, and any medications you are taking.



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