



## WHEN YOU GO HOME

- Do you know what to do after you get home? **It's OK to ask** for written information on medications, treatments, and follow-up appointments.
- Remember, the BC Nurseline (call 811) is available 24 hours a day.

## PROBLEMS AND CONCERNS

- If you have any concerns about your care, discuss them with the nurse, manager or doctor right away. This helps us give the best and safest care to you and your family.
- If you feel that your problem has not been resolved contact the Patient Care Quality Office.

### Interior Health Patient Care Quality Office

220 – 1815 Kirschner Road  
Kelowna, BC V1Y 4N7

Phone: 250-870-4669  
Toll Free: 1-877-IHA-2001  
(1-877-442-2001)  
Fax: 250-870-4670

**Office hours:**  
8:30 am – 4:30 pm PST, Monday – Friday  
excluding statutory holidays

*Adapted from IH Perinatal Network  
"It's Okay to Ask" Pamphlet 2012*



## It's OK to Ask



**We invite you and your family to take an active role in your safety during your hospital stay.**

- **It's OK to ask** if you don't understand something about your care. It's your body...your health...and your right to know. Write down your questions so you don't forget them.
- **It's OK to ask** your nurse for an interpreter if you are hearing impaired or if English is not your first language.

- Wear hip protectors while in hospital, if recommended. Hip protectors reduce your risk of falling and breaking your hip.
- Eat a well balanced diet.
- Participate in **recommended** therapy services (Occupational Therapy, Physiotherapy).
- Keep the space around your bed uncluttered.
- Keep bed height in the lowest position.
- Talk to your nurse about any needs you may have.

## AVOID BLOOD CLOTS

- Your nurse and/or doctor will do a review of any risks you might have for developing blood clots. **It's OK to ask** about this.
- If you do have risks, You may be given a daily medication to prevent clots during your stay. You may need to wear special anti-embolism stockings until you are up and moving around.

## IDENTIFY YOURSELF

- You will need to wear an identification band at all times while you are in the hospital.
- Check and see that all the information on the identification band is correct.
- Staff will check the band before all treatments, procedures and medications.
- If you have allergic reactions to anything, you must wear a red allergy band.
- **It's OK to ask** someone to explain what's written on your identification bands.

## SHARE INFORMATION

- **It's OK to ask** a staff member what their name is and what their role in your care is.
- Tell us about your health and any conditions you have, including allergies to food, medication or latex: symptoms of colds or flu, diarrhea, rashes or other signs of infection.
- Give us a complete list of what you are taking at home, including over-the-counter medications such as Tylenol or acetaminophen, vitamins, herbs or natural supplements. In order to safely treat you in the hospital it is important that the nurse and doctor knows everything you are taking.



- Let us know if you want your visit/admission to the hospital kept private for safety reasons.

## MEDICATION SAFETY

- **It's OK to ask** for the names of the medications being given to you and what they are used for.
- Make sure you have correct identification and allergy bracelets on, so that the nurse can check them before giving medications.
- If you notice that a medication looks different from what you were given before, **it's OK to ask** the nurse to check the medication and to explain why it has changed.
- If you have a reaction to any medication given, tell the nurse or doctor right away.
- Do not take any medications, vitamins or remedies brought in from home while in the hospital without asking your doctor or nurse.

## CLEAN HANDS

- **It's OK to ask** nurses, doctors or other health care providers if they have cleaned their hands before and after they care for you.
- Protect yourself and others from getting infections by using good hand washing habits: it is very important that you clean your hands often and completely.
- Wash your hands after using the washroom and before eating. Use soap and water or an alcohol-based hand sanitizer.

- Cover your mouth or nose with a tissue when you cough or sneeze. Throw the used tissue into a garbage can and then clean your hands. If you don't have a tissue, cough or sneeze into your sleeve (not your hand).
- **It's OK to ask** your visitors if they have cleaned their hands.



## AVOID A FALL

- You may feel weak the first few times you get out of bed. **It's OK to ask** for someone to be with you when you first get up.
- Make sure you can reach the call bell and call for help if you need it. If you have recently had sedation or a strong pain medication, someone should be with you when you get out of bed.
- Make sure you wear shoes or non-skid socks every time you get out of bed.
- Use **recommended** walking aids (e.g.: walker, cane or wheelchair). **It's OK to ask** for help if your walking aid is not within reach.
- If you notice any spills on the floor, please report these to staff.
- Sit on the bed for a minute before you stand up. Standing up quickly or after being in bed for a long time can make you dizzy.