

## AVOID BLOOD CLOTS

- If you have risks of developing blood clots, you may be given a daily medication or you may need to wear special stockings until you are up and moving around.



## PLANNING TO GO HOME

- Planning for discharge should begin early in your stay. It's important to talk about your living situation and to make these arrangements well ahead of time.
- **It's OK to ask** for written discharge instructions, including medications, treatments, follow-up appointments and what to do if your health changes.
- **Who to call:** Healthlink BC (Dial **8-1-1**) to talk to a Registered Nurse anytime 24 / 7. Have your CareCard ready.
  - ➔ Pharmacists (evenings) and Dietitians (days) are also available.
  - ➔ [www.healthlinkbc.ca](http://www.healthlinkbc.ca)
- Daycare surgery discharge instructions: see form #828088.

- Medications at home: Ask to speak with your community pharmacist about your medications and your PharmaNet record. Use a medication record book or smart phone app to manage medications:  
[www.knowledgeisthebestmedicine.org](http://www.knowledgeisthebestmedicine.org)

## PROBLEMS AND CONCERNS

- If you have any concerns about your care, discuss them with the nurse, manager or doctor right away.
- If you feel that your problem has not been resolved contact:



Patient Care Quality Office  
220 – 1815 Kirschner Road  
Kelowna, BC V1Y 4N7  
Phone: 250-870-4669  
Toll Free: 1-877-442-2001  
Fax: 250-870-4670

**Office hours:**  
8:30 am – 4:30 pm PST, Mon. – Fri.  
excluding statutory holidays

This brochure was created in collaboration  
with volunteers from  
*Patients as Partners* | Patient Voices Network

***Patients as Partners***  
**Patient Voices Network**



**Interior Health**  
*For your whole life*

## It's OK to Ask

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



**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. Please write down your questions so you don't forget them.

1) What is my health issue?

2) What do I need to do?

3) Why do I need to do this?

- **It's OK to ask** your nurse for an interpreter if you are hearing impaired or if English is not your first language.

## SAFE IDENTITY

- All Staff and Physicians must wear identification visible to you and introduce themselves.
- **It's OK to ask** "Who are you?"
- You will need to wear an ID bracelet and (if also required) an allergy band so that we can keep you safe.

## SHARE INFORMATION

- Please 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 know everything you are taking.
- Ask about self management of your personal medical equipment (if your family doctor has asked this to be used while in hospital).
- 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.
- Your nurse will confirm your ID before giving any medications. Your nurse will explain any changes.
- If you have any side effects or questions about your medications, ask the nurse, hospital pharmacist, or doctor.
- 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 get up.
- Make sure you wear shoes or non-skid socks every time you get out of bed.
- Hip protectors reduce your risk of breaking your hip. Please use these if asked.
- Make sure you can reach the call bell and call for help if you need it.
- **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.
- Keep the space around your bed uncluttered. **It's OK to ask** that your room be clutter free and safe to move in.

## YOUR ROOM

- To meet your clinical needs you may be placed in a room with a person of the opposite gender. If you have any questions or concerns, please let your nursing team know or ask to speak with the manager or patient care coordinator.