



FOR MORE INFORMATION,  
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Patient safety:  
A guide for patients and  
families

*We make it possible.*

# Information: the key to safety

## ASK QUESTIONS, GET INVOLVED

- **Ask** questions about your health and have your healthcare professional repeat any instructions and advice he/she has given to ensure you understand.
- **Practice** an exercise or movement to ensure you are doing it the right way.
- **Stay informed** about your care and treatment options.

## TALK ABOUT YOUR HEALTH

- **Inform** your healthcare professional immediately about any discomforts you experience.
- **Keep** your family members up-to-date on the condition of your health.

## RECOGNIZE YOUR MEDICATIONS

- If you are given medications that are unfamiliar to you, tell a healthcare professional immediately.
- **Be aware** of what to expect from the care and treatment you receive, i.e. common side effects of prescribed medications.

## PLAY IT SAFE

We encourage you to move around and exercise, but want to ensure that you are safe when doing so.

### Play it safe by following these tips:

- Be aware of the location of your call bell.
- Call for help to get out of reach items or if you need help to get to the washroom.
- Remove reading glasses before walking.
- Wear running shoes, not slippers, when walking around.
- Keep the floor clear.
- Lower the bed when resting. This helps to reduce injuries if you fall.
- Put a floor mat in place when you are in bed to help reduce injuries if you fall.
- You may be asked to wear hip protectors if we think you might be at risk of falling.

## KNOW YOUR HEALTHCARE PROFESSIONALS

... And make sure they know you!

All hospital staff, physicians and volunteers wear hospital photo identification badges.

If a healthcare professional gives you medication or performs a procedure, they must confirm your identity first by checking your wristband and asking you your name.

**Please note:** If you have any concerns about the identity of a staff member, physician, volunteer or visitor, notify a nurse immediately or contact reception at ext. 0.

## STAY SAFE

Play an active role in keeping yourself, other patients and staff members healthy:

- Wash your hands thoroughly before and after eating, preparing food, using the bathroom and handling soiled materials.
- Remember that it is okay to ask healthcare professionals and visitors to wash their hands.
- Cover your coughs and sneezes with a tissue or your sleeve. Be sure to always wash your hands after coughing and sneezing.
- Ask visitors not to visit if they feel sick.

## BEFORE YOU GO HOME

Ask as many questions as you can to make sure you understand:

- What medicine you must take, how to take it and any potential side effects.
- Whether you will have to pick up a prescription before you go home.
- Whether someone will be making a plan with you for home care.
- What symptoms to watch for and who to call if something does not feel right.