

Be Our Partner for Safe Health Care

There are many things we do to keep you safe and prevent errors while you receive health care. We need you and your family to be a partner in your health care to keep you safe or increase your safety.

Be a Part of Your Care

- Be a part of all decisions. Make sure that you understand and agree with your care.
- Please ask questions. Tell us your concerns. Write down questions to ask your doctor or nurse so that you will not forget.
- Expect clear, simple information that you can understand. If you do not understand or you have trouble reading, tell the staff.
- Ask a family member or friend to be with you during your hospital stay or appointment. This person can help you learn information and ask questions.

Tell Us about Your Needs

- Tell your doctor or nurse right away if something does not feel right or if your condition changes.
- You will be asked about your health conditions, allergies and the medicines you are taking. You may need to tell more than one staff member.
- Tell the staff about special beliefs, customs or foods you should not eat to assist with your care.
- Give us a copy of your living will or Health Care Power of Attorney.
- Ask for an interpreter, if needed. This is a free service to you.

为了安全的医疗请与我们合作

当您接受医疗时，我们会采取许多措施以保持您的安全并避免错误。我们需要您和您的家庭与我们进行医疗合作，保障与增强您的安全。

参加您的医疗

- 参与所有的决定。确定您理解并同意对您的医疗。
- 请提问。将关注事宜告诉我们。写下要问医生或护士的问题，以免忘记。
- 期望得到您能理解清楚简单的信息。如果您不理解，或阅读有困难，请告诉医疗人员。
- 住院或来就诊时要请亲友陪同，以便帮助您了解信息，提出问题。

告知我们您的需求

- 如果您感觉有什么不适或病情有变化，请告知医生或护士。
- 您会被询问您的健康状况、过敏和服用的药物。您可能需要告诉不只一位医疗人员。
- 告诉医疗人员您的特别信仰、习俗或您忌吃的食物，以利于对您的治疗。
- 给我们一份您的生前遗嘱或一份医疗委托书。
- 要求一位翻译。这是对您的一项免费服务。

Expect Good Care

- Make sure the staff introduces themselves and explains their roles.
- Make sure the staff checks your identification (ID) and asks your name before they give you medicine or provide care.
- The staff will check on you often and show you how to use the call light to ask for help. Expect the staff will respond quickly to call lights and alarms.
- Ask for help when getting out of bed or walking because the risk of falls may increase when you are ill, weak, confused or taking certain medicines.
- Do not be afraid to ask for another doctor to review your treatment options before making a health decision.

Prevent Infection

- Wash your hands with soap and water or use an alcohol based hand sanitizer to limit the spread of infection. Be sure your visitors also wash their hands when they enter or leave your room.
- Expect the staff to wash their hands before providing care. If you do not see the staff washing their hands, ask them to do so.
- Cough or sneeze into the bend of your arm, not your hands. If you have a tissue, cover your mouth and nose when you cough or sneeze. Throw the tissue away, and then wash your hands.
- Visitors should not visit you in the hospital if they think they are sick.
- To protect you or others from certain germs, you may be placed in “isolation”. A sign will be placed on your door. It will tell everyone what to do. Everyone who comes into your room may need to wear gloves, a gown and a mask.



期望好的医疗

- 一定要让医疗人员作自我介绍并解释他们的职责。
- 一定要让医疗人员在给您药物或提供治疗之前检查您的身份并询问您的姓名。
- 医疗人员会经常检查您，并告诉您如何用呼叫灯请求帮助。期望医疗人员会对呼叫灯和警铃迅速回应。
- 请他人帮助您起床或行走，因为您生病、体弱、神志不清、服用某些药物时，摔倒的危险会增大。
- 不要害怕请求另一位医生为您解释医疗选择，然后再作出医疗决定。

防止感染

- 用肥皂和水洗手或使用酒精洁手液，限制感染散布。一定要让来探视您的人在进入和离开您的房间时也洗手。
- 期望医疗人员在提供医疗之前先洗手。如果您未看到医疗人员洗手，请要他们洗。
- 咳嗽或打喷嚏请低头向内或以手臂掩住，而不要用手。当您咳嗽或打喷嚏时，如果有纸巾，请用纸巾掩住口鼻。丢掉纸巾并洗手。
- 访客若认为自己生了病，不要来医院探访您。
- 为了防止自己或他人感染细菌，您可能被“隔离”。您的门上会悬挂标志牌，告诉大家如何行事。所有来您房间的人可能都需要戴手套、穿罩衣、戴口罩。



Learn about Your Treatment

- Learn more about your condition and treatment choices. Ask for information in a language you can understand.
- Before your test, procedure or surgery, make sure you understand how to prepare and what to expect before, during and after your treatment.
- Read all consent forms before signing to make sure you know what you are agreeing to. If you have questions, ask the staff to explain.
- Get the results of any test or procedure. Find out what the results mean for your care.

Test, Surgery or Procedure

- Your surgery site will be marked before your surgery.
- The team will talk about a procedure before it happens to make sure they are doing the correct procedure at the correct site on the correct person.
- To prevent infection:
 - ▶ You may be asked to shower or cleanse your skin with a special soap before surgery.
 - ▶ The hair in the area of the surgery site may be clipped before surgery.
 - ▶ You may be asked to take an antibiotic before and after surgery.
 - ▶ A catheter, IV and/or breathing machine will be checked closely by staff for signs of infection so that it can be treated promptly. These tubes will be removed as soon as possible.
 - ▶ Follow your doctor's orders about deep breathing, coughing and getting out of bed. These can help prevent pneumonia, an infection of the lungs.

Discuss Your Medicines

- Always carry a list of the medicines that you take. Be sure to include any over the counter medicines, vitamins, herbs, teas and home remedies you use.

了解您的治疗

- 更多地了解您的状况和治疗选择。索要以您能看懂的语言打印的信息。
- 在接受检查、手术、程序之前，要切实了解如何准备，事前要知道在治疗之前、之中、之后会发生哪些事情。
- 在所有同意书上签字之前都要先阅读，确保自己了解同意的内容。如果您有问题，要让医疗人员解释。
- 得到任何检查或程序的结果。了解这些结果对您的医疗意味着什么。

检查、手术、程序

- 您的手术部位会在手术前标出。
- 团队会在手术之前告诉您有关情况，确保进行正确的手术、手术部位正确、手术接受人正确。
- 为防止感染：
 - ▶ 手术前可能要求您洗澡或用特别肥皂清洁皮肤。
 - ▶ 手术部位的毛发可能要在手术前除去。
 - ▶ 可能要求您在手术前后服用抗生素。
 - ▶ 导管、静脉点滴管和/或呼吸机会由医疗人员仔细检查，看是否有感染，以便及时治疗。这些管子会尽早移除。
 - ▶ 要按医嘱深呼吸、咳嗽、起床。这些行动有助于预防肺炎（肺部感染）。

讨论您的药物

- 总是携带一张您服用的药物清单。请确定包括任何柜台即买药、维生素类、草药、茶和您使用的家庭药物。

- Let your doctors and nurses know of any allergies you have to medicines or foods, including over the counter products. Let them know of any reactions or side effects you have had.
- Learn what your medicines are for before taking them. If you are not sure what medicines you are being given, ask your doctor, nurse or pharmacist. Have them explain what the medicines are for before taking them. The medicines you take in the hospital may have a different name or look different from what you take at home.
- If you have any side effects after starting a medicine, tell your nurse, doctor or pharmacist.

Report Concerns

- If you have ideas to improve your care or to make it safer for you and other patients, please let us know. We will work to resolve your concern.
- If you still have concerns, you may contact:
 - ▶ Your local health department. For the Ohio Department of Health, call the Health Care Facility Complaint Hotline at 1-800-342-0553 or write to them at 245 N. High Street, Columbus, OH 43215.
 - ▶ The Joint Commission at complaint@jointcommission.org or call 1-800-994-6610

If you have any questions about any of your care after you get home, call your doctor.

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- 让您的医生和护士了解您对药物或食物有什么过敏反应，包括非处方产品。让他们知道您有何种类型的反应或副作用。
- 服药前要了解您的药物是什么用途。如果您不确定您所拿的是什么药，请询问是什么药及其用途。您在医院中服用的药可能与在家中服用的名称不同或看起来不一样。
- 如果您在开始用药之后注意到有任何副作用，请告知您的护士、医生或药剂师。

报告关切事项

- 如果您对于改进治疗或提高自己和其他病人的安全性有想法，请告诉我们。我们会与您共同解决问题。
- 如果您仍然有关切，可以联络：
 - ▶ 您当地政府的医疗部门。要联络 Ohio Department of Health，可致电 Health Care Facility Complaint Hotline: 1-800-342-0553，或致函： 245 N. High Street, Columbus, OH 43215。
 - ▶ Joint Commission的联络方法：电子邮件：complaint@jointcommission.org，电话： 1-800-994-6610。

如有任何疑问或关注事宜，请告知您的医生或护士。

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Be Our Partner. Simplified Chinese