



Your Role in Safe Care

Safety starts with good
communication.



Covenant
Health

QUALITY, PATIENT SAFETY
AND EXPERIENCE



What you can do to help

PRESSURE INJURY

A pressure injury (commonly known as a bed sore) can happen when there is pressure on an area of skin. These injuries can happen quickly. Limited movement or long periods of not moving is the greatest risk. Most pressure injuries can be avoided. You can help prevent pressure injury.

- **Change position as often as you can**
- **Check your skin daily**
- **Avoid moisture collecting on your skin**
Tell staff if you see or feel any new, red or painful areas especially on your buttocks and heels

Talk to your care team if you have any questions.

MEDICINE

Carry a list of ALL your current medicines, including creams, patches, drops and over-the-counter medicines (e.g. cold medication and pain relievers), herbal supplements, vitamins and minerals. You should know:

- **Name of the medicine**
- **Strength or amount (dose)**
- **How often you take it**
- **Why you take it**
- **When you take it**

Tell your health care teams about any allergies or bad reactions to medicine in the past. Take the time to talk with your health care teams about your medicines. You can ask questions including:

- **Why you are taking the medicine?**
- **Any changes (e.g., any medicines that have been stopped or added)?**
- **How do you take these medicines?**
- **What benefits and/or side effects you may experience from the medicine?**
- **When do you need to follow up with your health care provider?**

us keep you safe:

SAFETY CONCERNS

If you have a safety concern or question, or you think something unsafe has happened, **please tell someone on your care team as soon as you can**, so that they can help you.

You may also contact:

- **The Manager of the care area or ask to speak with someone from site administration**
 - **Covenant Health Patient Relations at Patient.Relations@covenanthealth.ca or 780.735.7494 (Edmonton) or Toll Free: 1.877.295.6344**
 - **The Alberta Health Services Patient Concerns Officer at 1-855-550-2555.**
 - **The Institute for Safe Medication Practices (ISMP) Canada at safemedicationuse.ca to report medication errors**
 - **Health Canada at canada.ca/en/services/health/report-health-safety-concern to report a serious medication reaction or safety concern about healthcare equipment or supplies**
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FALLS PREVENTION



Ask for information on ways to prevent or reduce the chance of a fall/injury.



Wear footwear with non-skid soles, closed heels and toes. Wear clothing that fits and will not cause you to trip or fall.



Keep your call bell, mobility aides and personal items within reach.



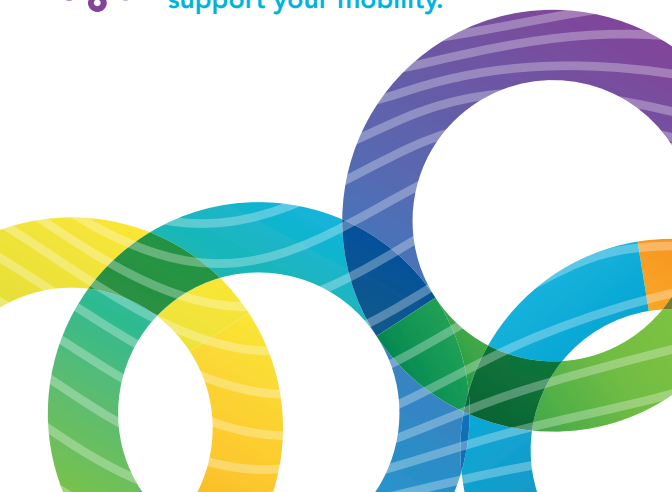
Ask for help if you need assistance to sit up, stand or walk to the bathroom.



If instructed by the care team not to get up or walk on your own, please ask for help.



If you have had a fall or injury, it is important you know how to support your mobility.



INFECTION PREVENTION AND CONTROL

Hand Hygiene

Clean hands are the best way to prevent infections.

Make sure you clean your hands when entering and leaving your room and ask your visitors do the same. It is okay to remind your health care providers to clean their hands before providing care to you.

Cover your mouth and nose when coughing or sneezing, then clean your hands.

Use the alcohol based hand rubs located throughout the building or wash your hands with soap and water. If you need help, please ask.

Always wash your hands after using the bathroom.

Isolation Precautions

Patients need isolation precautions for many different reasons. The most common is the patient has a germ (bacteria or virus) that can be easily passed on to other people if proper precautions are not taken. Please follow the instructions you are given and ask your visitors to follow the instructions on the sign(s) posted outside your room.



ASK

Ask questions until you feel comfortable. It is important that you understand as much as possible about the care you receive.

LISTEN

Listen and pay close attention to **all** of the information provided to you.

TALK

Talk to your health care provider about any problems you are having. Please share any important information that can help us provide better care.

EXPECT US TO CHECK

For your safety, expect us to check your identification (for example, your name and date of birth). We haven't forgotten who you are; this is just another safety check.