



## **Metro Health and You...Partners in Safer Health Care**

**Metro Health is committed to providing a safe environment for all individuals.** The promotion of safety and prevention of injury is the first consideration in all actions and the responsibility of every member of the Metro Health team.

### *What is Metro Health doing to improve patient safety?*

- Every employee at Metro Health is dedicated to making Metro a safe place to receive health care.
- Metro Health takes action to be compliant with the National Patient Safety Goals created by The Joint Commission and the National Quality Forum's Safe Practices for Hospitals.
- Metro Health's Medication Safety Team develops processes to meet standards from the Institute of Safe Medication Practices to ensure safe medication administration.
- Metro Health takes safety seriously because we care about you.

### *How you can help us make your health care safer.*

- Ask questions if you have concerns or do not understand something.
- Work with your doctor and health care team. Be able to provide your health history and up-to-date information.
- Bring a list of every medication you are taking. This includes prescriptions, over-the-counter medicines and dietary supplements, such as vitamins and herbs.
- If you have any questions about the directions on your medicine labels, ask.
- Tell your doctor and health care team about any allergies and adverse reactions you have had in the past.
- If you do not understand why your physician has ordered tests and treatments, ask for an explanation.
- Ask for the results of tests and procedures. No news is not necessarily good news. Ask what the results mean for you.
- Become an informed health care customer. Learn about your illnesses or conditions. If you don't understand your treatment plan, ask questions.
- Do what your doctor suggests. Ask for information in writing and make sure you can read and understand it.
- Include a family member or friend in your care. Take them with you to appointments to help you understand and follow your care plan.
- When in doubt...ASK! We believe safe health care is a partnership.

### *What should you do if you have a safety concern?*

- Tell any Metro Health employee or doctor right away.
- If your concern is not taken care of, ask to talk to a manager.