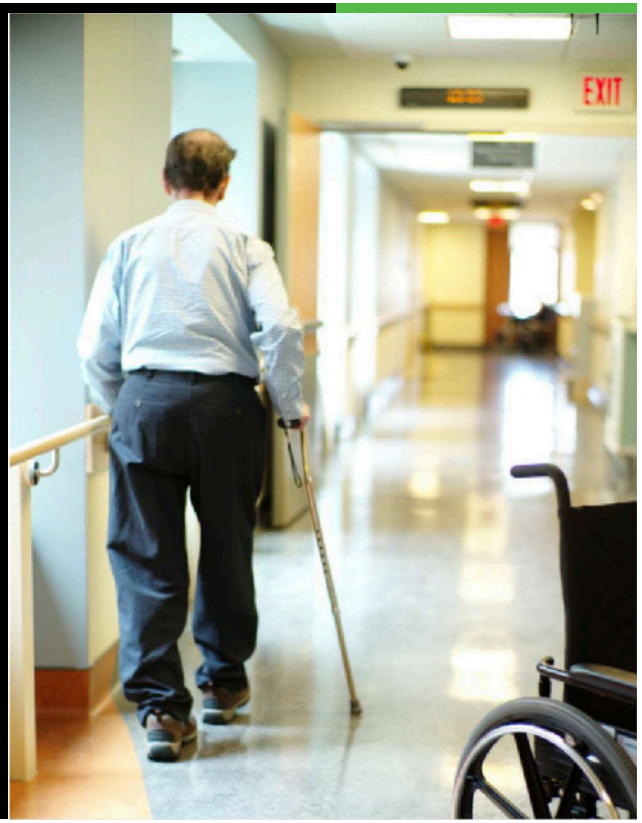
RUNNYMEDE
HEALTHCARE CENTRE



Patient Safety:
A guide for patients and families

FOR MORE INFORMATION, CONTACT RUNNYMEDE'S PATIENT RELATIONS TEAM AT 416.762.7316 EXT. 2119

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Runnymede Healthcare Centre receives funding from Ontario Health. The opinions expressed in this publication do not necessarily represent the views of Ontario Health.

RUNNYMEDE HEALTHCARE CENTRE

Information: The Key to Safety

ASK QUESTIONS, GET INVOLVED

- Ask questions about your health and have your healthcare professional repeat any instructions and advice they have 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
- Seek assistance from staff, unit manager, or patient relations to report safety incidents through Runnymede's Safety and Risk Learning Systems (SLRS)

TALK ABOUT YOUR HEALTH

- Inform your healthcare professional immediately about any discomfort 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, including 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 locations 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 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 for your name.

Please note: If you have concerns about the identity of a staff member, physician, volunteer or visitor, notify a nurse immediately.

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