

Helping Us Help You

We want you to feel comfortable and secure during what may be a stressful time. Our medical team takes steps to provide safe care during your stay, and communication with your healthcare team is key. To help us provide safe and appropriate care, we encourage you to share accurate information and any concerns you may have related to your healthcare.

Medications

Check Before You Take

Medications can help us feel better and get well. But, if taken incorrectly or mixed with the wrong food or supplements, they can be dangerous. To ensure your safety, you should be involved and informed about the medications you take during your stay at the hospital as well as at home.

- Keep a list of your home medications, including vitamin supplements, herbal supplements, and over-the-counter items. Present this list to the nurse at the time of your admission. Share this list with your physicians at each doctor visit, with your pharmacist, and when you are registering for any treatments, tests, or procedures.
- It is important for your physicians and nurses to be aware of any drug allergies or adverse reactions you've experienced with certain medications.
- Medications that you take during your hospital stay will be prescribed by your doctor and dispensed through the Hospital pharmacy.
- Ask questions about your medications, correct dosages, the purpose of any medication, and possible side effects.
- Follow through with your physician's treatment plan and instructions.
- If you experience an adverse reaction to a medication while you are a patient, ask the nurse or pharmacist for information about the medication so you will be knowledgeable about the medication that caused the adverse reaction. You will want to provide this information to your healthcare providers in the future.

Who Are You?

Patient Identification

Patient identification is important—it's how we make sure that you get the correct medical care. At OMH, we review at least two of the following three patient identifiers and your identification arm band prior to any treatment, test, procedure, or medication administration.

- Your Name
 - Your Date of Birth
 - Your Medical Record Number
- Be involved. While you are at OMH, show your arm band to your healthcare team prior to any treatment, test, procedure, or medication administration. If your identification is not verified before the procedure, request that staff perform an identification check.
 - Keep your arm band on throughout your hospital stay. If it falls off, notify your nurse immediately.
 - If you do not have an arm band, you may be asked for your name and date of birth. Be sure that the medical team knows who you are before taking any medications or undergoing any tests.
 - For patients who are unable to speak, a family member or accompanying individual should participate in the initial identification process.

Initials Mark the Spot

Confirm Procedures

To ensure your safety and to ease any worries you may have before surgery or invasive procedures, the following process must take place:

- You and your medical provider together will mark the correct surgery or procedure site.
- Your provider will write his/her initials on the area where the procedure is to take place.
- If you are not able to participate in the marking process, the surgeon will confirm the site prior to anesthesia.
- Before your procedure, feel free to ask questions.

Prevent Injuries

Help Us Keep You Safe

When you are hospitalized, you may experience weakness as a result of your illness, use of certain medications, or because of a surgical procedure.

- Call for assistance when you need to get out of bed, even if you think it is not necessary.
- Inform staff of safety devices you use at home for ambulation.
- Wear non-slip shoes/slippers when ambulating.
- Use your corrective eyewear in the Hospital as you would at home.
- Contact staff if there is a spill to avoid a slip/fall.
- Ask nursing staff to assist if it becomes necessary to detach or reconnect tubing catheters.

Hand Washing

Clean Hands Matter

One of the fastest ways people spread germs and infections is through the hands. Therefore, OMH has implemented the following hand washing guidelines designed for everyone's safety:

- Wash your hands often and thoroughly. Ask your visitors to use hand sanitizer when they arrive and when they leave. A hand sanitizer dispenser is located in or near your room.
- If you don't see your caregivers washing their hands or using the hand sanitizer, "speak up" and feel free to remind them to do so.

Special Precautions

Infection Prevention

Some patients require special precautions to protect themselves, staff, and visitors. This may require staff and visitors to wear a gown, mask, and gloves. Special instructions posted on the door of the patient's room must be followed.

Respiratory Etiquette

Cover Your Cough or Sneeze

Serious respiratory illnesses like influenza, respiratory syncytial virus (RSV), whooping cough, and severe acute respiratory syndrome (SARS) are spread by:

- Coughing or sneezing
- Unclean hands

To Help Stop the Spread of Germs:

- Cover your mouth and nose with a tissue when you cough or sneeze
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Put your used tissue in the waste basket
- Clean your hands after coughing or sneezing
- Wash with soap and water

OR

Clean with an alcohol-based hand cleaner
Note: You may be asked to put on a surgical mask to protect others.

