

SafeRancho

We believe in a safe Rancho. If you see something you think is unsafe, or something we have missed or that we can improve, please let us know. We welcome your concerns and suggestions. Your doctor, nurse or other staff will know whom to contact to correct the problem.

If you prefer, you may contact our Patient Advocate at (562) 401-7036. The Patient Advocate's role is to assure that concerns which you may have are appropriately addressed.



**Rancho Los Amigos
National Rehabilitation Center**

Thank you for choosing
Rancho Los Amigos National Rehabilitation Center

SAFE0001TipsForSafeHealthCare.wpd 12/06/02



**Patient
Safety
Program**



A Safe Rancho



**Rancho Los Amigos
National Rehabilitation Center**

Welcome to Rancho Los Amigos National Rehabilitation Center. We look forward to serving you with the highest quality of care available.

Your medical and personal safety is a major concern. At Rancho you can be a partner with your healthcare team in making your hospital stay a safe one.

WHAT CAN YOU DO?

Ask Questions

- You have the right to understand your treatment plan.
- Don't be embarrassed or afraid to ask any member of your healthcare team (doctor, nurse, therapist) to explain something you do not understand.
- Write down any questions you may have before you meet with your doctor, nurse, therapist or other care givers.
- You have the right to ask a relative or friend to help you ask questions.



Know Your Healthcare Team

- All employees must wear a photo identification badge at all times. If someone approaches you without a badge, ask to see his or her identification. If they refuse, immediately notify your nurse or doctor!
- A white coat and stethoscope alone does not mean a person is a nurse or a doctor.



Medications

- It is important that you wear your wrist identification band at all times. Your nurse or doctor should ask your name and check your identification band before they give you medications, IV, blood or other treatments.
- Don't be afraid to tell the nurse or doctor if you think you are about to receive the wrong medications.
- Ask the purpose of the medication, and possible side effects.
- Tell your doctor or nurse if you have had an allergic or bad reaction to a medication, or feel you are having a reaction.



Other Important Information

- Tell your nurse, doctor, or other care givers if something does not seem right, or if you think he or she has confused you with another patient.
- Don't be afraid to remind your doctor, nurse, or other care givers to wash their hands before they touch you. Hand washing protects you from infection.
- Make sure you know how to use any equipment you will need at the hospital or at home.
- If your doctor tells you that you need a test, ask why the test is needed and when you will receive the results. If you do not receive the results when expected, ask your doctor again, or ask your nurse.
- If you are having surgery, the staff will ask you to mark on your skin where the surgeon will be operating. This is one of several ways we assure that surgery is performed on the correct site.
- Ask your doctor, nurse, and other care givers what follow-up care you will need after you leave the hospital.

