

RVH

RENFREW VICTORIA HOSPITAL



TIPS FOR PATIENTS AND FAMILIES

“ASK – LISTEN – TALK”

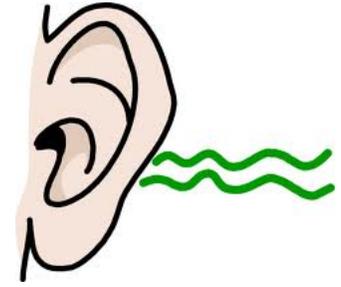
Good health care starts with good information!

ASK

- Before you meet with your doctor or health care provider, write down all of the questions you want to ask.
- Ask a friend or family member to go with you when you go to the doctor.
- If you are diagnosed with a condition or need to get a test or treatment, you should ask lots of questions so you fully understand what your problem is and how further tests or treatments will help you.
- Ask your health care provider questions such as:
 - Why do I need to do this?
 - What will it involve?
 - Is there anything else that I can do to improve my condition?
- Ask questions about medications you are given, such as:
 - How will these medications help me?
 - What are the side effects?
 - Show and when should I take this medication?
- When you visit the doctor or any health care facility, make sure to wash your hands and don't be afraid to ask your health care professional to wash their hands too.
- If you are leaving the hospital, ask what you have to do when you get home. Ask to have a list of your medications to take home with you and be sure your family doctor has this information as well.



LISTEN



- *Listen to everything your health care provider tells you.* If you do not understand or if you miss anything, ask for it to be repeated or explained until you do understand.
- Your health care provider can give you a lot of information at once. Ask a friend or family member to come with you when you talk to your health care provider so they can help listen and write down any important information for you.

TALK



- It is important to understand your health – discuss any symptoms you’ve had and make sure your health care provider knows the concerns you have.
- Ensure your doctor knows everything about your health history. If you have any health conditions, such as a heart condition or diabetes, let them know. If an illness or condition runs in your family, talk about this as well.
- Talk about your medications. Make sure you fully understand why you are taking a medication and how it will improve your health.
- If something doesn’t seem right, don’t just think it, say it!

CANADIAN PATIENT SAFETY
INSTITUTE



The Canadian Patient Safety Institute is building a safer health care system for Canada. CPSI strives to ensure every Canadian in need of health care can be confident that the care they receive is the safest in the world.

Find out more at www.patientsafetyinstitute.ca OR 1-866-421-6933



RENFREW VICTORIA HOSPITAL
499 RAGLAN STREET, NORTH
RENFREW, ON K7V 1P6
613- 432-4851

www.renfrewhosp.com