THE PURSUIT OF EXCELLENCE

Malcor Medical Aid Scheme Guide for Patients
Safer Hospital Care
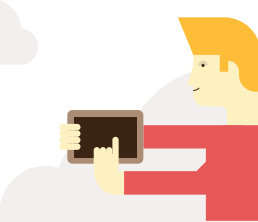
Your road to recovery

Anyone who needs to be in hospital may feel uncertain, anxious or even scared. Having information and taking action are important ways to help you cope better.

Here are 7 suggestions for how to be safer in hospital and to get the best care from your health care team.

HOSPITAL

1. Give information about your health

Keep and share a written list of your medicines and other health history.

Use the member app or the HealthID app (for doctors) which have a lot of information about your health history.
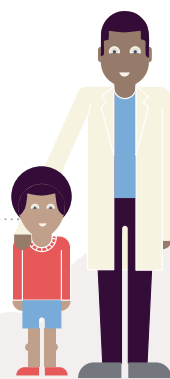
Don't assume your doctors and nurses know everything about you.

2. Ask questions until you understand the answers

Please **speak up** if you have questions or concerns and try to participate in decisions about your treatment, including about medicines and procedures.
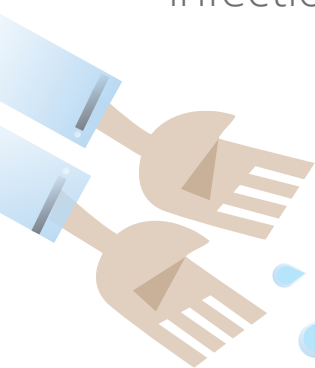
If you cannot participate yourself try to have a trusted family member or friend with you to listen and ask questions on your behalf.

3. Help prevent infection

Remind your doctors and nurses to clean or wash their hands before touching you.
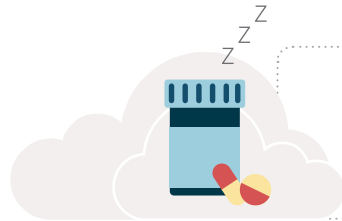
Clean your own hands with soap and warm water or with an alcohol-based hand sanitiser, especially before touching or eating food and after your visitors leave.

4. Reduce your risk of falling

If you need to get out of bed to go to the bathroom or walk around, use your call button to ask for help, especially if you feel unsteady.
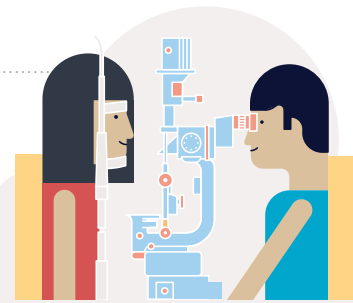
Talk to your doctor or nurse if you think your medicine is making you too sleepy or light-headed, sluggish or confused.

5. Ensure that tests and procedures are meant for you

If you are having tests or a procedure done, the staff doing the tests should properly identify you by asking for your full name and birth date.

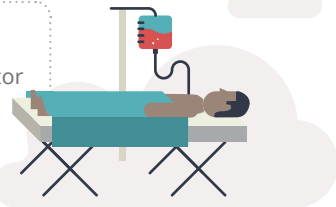## 6. Make your surgery safer

Ask your doctor if there are any prescriptions or over-the-counter medicines you should not take before your surgery and what time you should stop taking food or water before surgery.

Your doctor or a nurse should mark the spot on your body to be operated on. Make sure they mark only the correct part.

If you have pain or discomfort after your surgery, tell your doctor or nurse about it. Don't be afraid to speak up.

7. Get the right follow-up care

Ask your doctor when you should be seen after your hospital treatment or surgery.

Check whether you are permitted normal activities after your surgery like walking, climbing stairs, and driving, and, if not, when you can resume.

When leaving hospital be certain you have a written record of what was wrong with you, what procedures were done, and the names of your discharge medicines.

For more information log in to www.malcormedicalaid.co.za

This content was adapted from the "The Joint Commission" www.jointcommission.org