

## Your guide to staying safe while in hospital

At Mater, we are committed to providing the safest possible environment for staff, patients and visitors.

As part of our commitment to exceptional care, we use an organisation-wide program to ensure we always remain vigilant and seek to improve.

We call it *SafeQuest*—for a safer Mater community.

This brochure provides information on how you can stay safe while in hospital.

### Identify yourself

- To ensure that we are providing safe, quality care your identification will be checked frequently.
- You will be provided with an identification band during your stay. If you have an allergy this band will be red.
- Let us know if any of your personal information is incorrect (for example, your name and date of birth).
- A member of your healthcare team will check and confirm your identification prior to performing treatments/procedures, surgery, giving medications, specimen collection or blood transfusions.
- If you think that identification is not being checked appropriately, please let a member of your healthcare team know.

### Ask questions and be involved in your care

- Speak to us if you have any concerns or if there is anything about your treatment that you do not understand.
- If you think of questions when your doctor or nurse is not present, write them down so that you can ask them at a later time.

## 就医安全指南

在 Mater 医院，我们致力为员工、患者和探视者提供最安全的环境。

我们承诺为病患提供卓然出色的护理服务，其中一部分是采用一套跨越整个医院体系的计划，以此确保我们时时保持警惕，不断寻求进步。

这套计划名为『追求安全 (SafeQuest)』 - 旨在为 Mater 医院所有人打造更安全的环境。

这份简章为您提供在医院里如何确保就医安全的相关讯息。

### 证明您的身份

- 为了确保提供安全、优质的护理服务，我们会经常查对您的身份。
- 在住院期间，医院会提供病患识别腕带。如果您有药物过敏史，腕带颜色会是红的。
- 如果发现识别腕带上所记录资料有误，（例如：名字或出身年月日不正确），请通知我们。
- 在您接受治疗/检查、手术、给药前、验体采检或输血前，您的医疗团队中成员将查对并确认您的身份。
- 如果您觉得身份查对做得不甚理想，请让你的医疗团队成员知道。

### 提出问题并投入自身护理

- 如果有任何疑问或在治疗上有不清楚的地方，请告诉我们。
- 当医生或护士不在身边时，您如果想到什么问题，请您随时写下来，稍后看到再问。

- Sharing of patient information between clinical staff will happen frequently during your stay at hospital. It is important that you participate during this exchange of information when you are able.

### Preventing infection

- Be aware that hand washing is the best way to prevent the spread of germs.
- If you feel you need to remind staff to clean their hands before examining you or giving you your medicine, please do so.
- Ask friends and relatives who have coughs and colds, diarrhoea and vomiting, or other contagious illnesses not to visit you or anyone in the hospital.

### Your role in medication safety

- Ask your nurse, pharmacist or doctor about your medicines—what they are, what they do, what they look like, when they are given, and what side effects they might have.
- If you do not recognise a medicine, check that it is for you and ensure you know why you are taking it.
- Ensure you let your doctor or nurse know if you have any allergies or have had previous reactions to any drugs, food or latex products (or anything else).
- Inform your doctor and nurse about all medicines you are taking, including vitamins, herbal remedies, and over the counter medicines.

### Reducing the risk of developing a pressure injury or bed sore

- Pressure injuries or bed sores develop when a person has remained lying or sitting in one spot for an extended period of time.
- If you are able, keep mobile as much as possible and let a member of your healthcare team know if you are uncomfortable.
- We can assist you to change position and provide ways to help relieve pressure.

- 住院期间，医护人员经常会交流病人信息，如果您的身体许可，尽量参与这个信息交换的过程，这对于投入自身护理也很重要。

### 预防感染

- 请您谨记，勤洗手是预防病菌传播的最佳方式。
- 如果觉得您有需要提醒工作人员在为您做检查身体或是给药前清洁双手，请提醒他们。
- 让亲戚朋友们知道，如果他们有咳嗽感冒、腹泻和呕吐，或是其他传染性疾病，不要来医院探访您或其他病人。

### 您要如何确保安全用药

- 开给您的药物，请向护士，药剂师或医生咨询 - 它们是什么药？药效为何？外观为何？什么时候服药？可能会有什么副作用？
- 如果发现不认得的药，请先弄清楚这是否是开给您的药，确定您知道用药的原因。
- 要确保您的医生或护士知道您是否有任何过敏史，或是以前对任何药物、食物或乳胶产品（或其他任何东西）有过敏性反应。
- 告诉医生和护士您目前服用的所有药物，包括维生素，草药和成药。

### 降低发生压疮或褥疮的风险

- 压疮或褥疮是因为患者长时间躺着或坐着，导致身体重量持续压迫在单一部位而形成的。
- 在身体许可的情况下要尽量活动肢体，如果那里感到不舒服，就告诉医疗团队成员。
- 我们可以协助您翻身，换个姿势，并提供不同方式减轻压疮或褥疮承受的压力。

### Falls prevention

- Many factors, including unfamiliar surroundings, poor balance, impaired eyesight, unsafe footwear, medical conditions and medications can increase your risk of falling while in hospital.
- Keep your nurse call bell close to you.
- Ask for help when getting out of bed, especially at night, and when you need to use the bathroom.
- Wear well supported shoes with rubber soles or the traction socks that are provided and use your usual walking aid.

### Blood transfusions

If you require a blood transfusion while in hospital:

- the reasons, risks and benefits will be explained to you. Make sure you understand these before you agree to the transfusion and sign the consent form.
- ask your doctor or nurse if there is anything you do not understand.
- you will be asked to confirm your identity prior to your blood transfusion. Staff will follow strict checking procedures before and during every transfusion.
- ensure you inform a member of your healthcare team immediately if you begin to feel unwell during a transfusion.

### Key points to remember

- If you or your loved ones are worried that your condition is either not improving or in fact becoming worse, continue to share your concerns with our clinical staff until everyone is satisfied that your concerns have been addressed.
- We want you to work with us to create the best experience for you or the person for whom you care.

### 预防跌倒

- 有很多因素会升高患者在医院跌倒的风险，包括不熟悉周围环境、缺乏平衡感、视力不佳、鞋子不安全、疾病症状和药物副作用。
- 确保呼叫铃在身边，以方便向护士求助。
- 从床上起身时寻求帮助，尤其是在晚上需要使用厕所的时候。
- 穿著具备良好支撑力、带有橡胶鞋底的鞋，或是穿著医院提供的防滑袜，使用平时就在用的助行器以维持平衡。

### 输血

住院期间若需要输血：

- 医生会向您解释输血的原因、风险和益处。在同意输血和签署同意书前，您应该确定自己清楚了解这些内容。
- 如果您有什么不明白，请向医生或护士咨询。
- 在输血前我们会提出问题以确认您的身份。医务人员在每次输血前和输血过程中都会遵循严格的身份查对程序，以确保您的安全。
- 在输血过程中如果感到不舒服，应该立即告诉工作人员。

### 请记住以下重点

- 如果您或您的亲友担心病情没有改善或是反而加重，请持续与我们的医疗团队小组反应，直到您的担忧得到回应，各方都感到满意为止。
- 为了自己或是您在照顾的人，希望您与我们携手合作，共同创造一个美好的住院体验。