

Partners in safety: The basics

We encourage you and your family to be involved in your care and to participate in all treatment decisions.

If you don't understand what is happening or something doesn't seem right, speak up. There are no wrong or bad questions.

If you have concerns regarding Patient Safety, we encourage you to contact:

Mills Peninsula Health Services
Patient Relations
1501 Trousdale Drive, CA 94010
(650) 696-5565

You may also contact:

Department of Public Health
District Office
350 -90th St., 2nd floor
Daly City, CA 94015
(800) 554-0353

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
(800) 994-6610
or visit <http://www.jointcommission.org>



Mills Health Center

100 S. San Mateo Drive
San Mateo, CA 94401

Peninsula Medical Center

1501 Trousdale Drive
Burlingame, CA 94010

www.mills-peninsula.org

Patient Safety A team effort



Preventing Infection

We take hand washing seriously. It is the most effective way to prevent the spread of infection. Please encourage your health care providers to wash their hands before touching you. For everyone's protection, also encourage visitors to wash their hands with soap and water or waterless gel.

Invasive Procedures

The health care professional responsible for your care will check your identity, what kind of surgery you are having and the part of your body on which surgery is to be performed. You will be asked these questions many times. This is done for your safety. Please be patient with us.

If you will be undergoing a medical procedure that involves right side or left side, we will mark the site with a "yes." Right- or left-side procedures on your face will be marked with a dot to indicate the correct side. This procedure is very important to ensure the correct area of the body will be operated on.

It is important to carefully review the consent for surgery prior to signing.

Preventing Falls

You are at greater risk of falling while in an unfamiliar place such as a hospital. Most falls occur as people are trying to move to and from the bathroom.

Always ask for help when you need to get up. Your caregiver will stop in at least every hour, but please call for help whenever you need it and remember these fall prevention basics:

- Use your call button to summon help.
- Wear the pair of non-skid slipper socks you received on admission.
- Family members should help make sure safety rules are followed and that surroundings are free of clutter.
- Family members should ask a caregiver to help a patient out of bed, even if they are able to do it alone at home.

Mills-Peninsula provides additional safety measures for patients identified as high risk for falling, such as:

- "Call, don't fall" signs at the foot of the bed and in the bathroom
- A yellow "fall risk" wrist band

Medications

Your medical team needs to know what medications you take.

Please bring all your medications, including non-prescription medications, vitamins and herbal supplements, with you to the hospital or have a friend or family member bring them. Your nurse will go over the medications with you to be sure we understand how often and when you take them.

Know and tell your health care providers about any allergies you have. If you do not recognize a medication, check with the nurse to confirm that your doctor ordered it.

We'll do our part, too. Whenever you receive a medication or blood, or have blood drawn for a laboratory test, a member of your health care team will confirm your identity.

Thank you for joining with us to make your visit a safe one.