

Patient Safety Department, Kaiser Permanente

If you have a concern about the quality or safety of your care we want to know as soon as possible so we can resolve it. Please ask to speak with the Department manager or Supervisor first. If you are not satisfied with the response, please contact:

- For clinic patients - Please ask to speak to the Clinic Manager.
- For hospital patients - Administration is located on the first floor of the hospital or may be reached through the operator at 432-0000. If the concern cannot be resolved through the hospital, you may contact the Joint Commission Office of Quality Monitoring by calling 1-800-994-6610 or e-mailing complaint@jcaho.org.



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Patient Safety

JOIN YOUR HEALTH CARE TEAM

At Kaiser Permanente, we care about your health and safety. You are the most important part of your health care team. Here are some ways to work with your medical team when you visit our medical offices or hospitals.

1. Ask questions.

If you have questions, write them down and bring the list to your appointments. If you don't understand the answers, ask again—your doctor wants you to understand. It's a good idea to ask questions before you are given a medical test, when your doctor prescribes medicine for you, and before you begin a medical treatment.

What to ask:*

- What is my main problem?

- What do I need to do about it?

- Why is it important for me to do this?

*Adapted with permission from *Ask Me 3* by the Partnership for Clear Health Communication.

2. Bring a friend.

Invite a friend or family member to come with you. He or she can help you ask questions, remember answers, and speak up for you if you're having trouble communicating.

3. Wash your hands.

Washing your hands can stop the spread of germs. Wash your hands regularly, especially after using the bathroom and before eating. You can use soap and water, an alcohol-based



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hand sanitizer, or prepackaged wipes. It's OK to ask your visitors or medical professionals if they have washed their hands.

4. Be patient with questions from your medical team.

Different members of your medical team may ask you the same questions several times, such as your name or whether you have allergies. Asking these questions is one way to make sure that you are getting the right care.

5. Tell your medical team about your medications.

Bring a list of all your medications to your appointments, including over-the-counter medicines such as aspirin or ibuprofen (for example, Motrin or Advil) and any vitamins or herbal

supplements you take. You can also bring in your medications instead of making a list.

Make sure you understand how to take your medications. Ask about side effects and which food, drinks, over-the-counter drugs, or herbal supplements to avoid. Ask your doctor if you should avoid certain activities. Finally, read the labels and make sure the medications the pharmacist gives you are the ones your doctor ordered.

6. Learn about your test results.

Ask your doctor how and when to get your test results, and make sure you understand what the results mean. Call your doctor or nurse if you have any questions.

7. Talk about your expectations.

Talk to your doctor about the results you expect from your treatment or procedure. Discuss what your recovery time might be. Ask your doctor if your expectations are realistic.

8. Talk about your surgery.

Before surgery, make sure that you, your doctor, and your surgeon all agree on what will be done. Discuss the plan and ask questions if you don't understand.

9. Create an advance health care directive.

An advance health care directive is an important legal document that describes your treatment wishes. It allows you to choose someone to make decisions for you if you are

unable to make them or speak for yourself. To learn more, contact your local Health Education Department or visit members.kp.org and search for "advance directive forms."

10. Learn to care for yourself at home.

Make sure you know which medications to take and how often, when your follow-up tests or appointments are, and when you can go back to your regular diet and activities. Ask anyone on your medical team if you are unsure about anything.

If you have concerns about your safety or your care, please talk about them with your health care team. If you don't understand the answers you receive, always ask for more information. Our goal is to provide you with the safest care possible.