

## 8. continued

*You might wande askem this kind:*

*How this surgery/operation gor help e me?  
Wanem can gor wrong and wanem chance I gad  
for this one for happen for me?  
Wanem gor happen if I nor get this operation/  
surgery?  
E gad another way for treat this condition I gad?  
Who-that gor do this surgery/operation?  
Wanem e gor involve and how long e gor take?  
Wiskind I gor feel when I recover?  
Wanem gor happen after the surgery/operation?  
Who-that gor be in charge of me when I inside  
lo hospital?  
Wanem total costblo this surgery/operation?*

## 9. Make sure you, doctor blo you and the surgeon all agree lo wanem e gor make-em lo that operation blo you

Even though e gad small chance for any operation for go wrong, we can't take any chance for one for go wrong. Kasa for example – thempla might operate lo that left knee instead of the right knee, or all might take-em out appendix instead of the gall bladder blo you. When the time come close to for operation/surgery blo you, ask em again which operation all gor make-em.

## 10. Before you come out from hospital, ask e doctor blo you or another health care worker to explain future treatment plan blo you

When people e come out from hospital, sometimes all doctors e think them patient e understand more than they do about the continuing treatment and follow-up blo thempla.

*You might wande askem this kind:*

*Who-that gor follow up on my care and wanem time do I need to see thempla? I gor take e this medicine for how long?  
I gor need physiotherapy or other rehabilitation services?  
When can I return to work?  
When can I play sport? When can I drive?*

**Remember to visit doctor again when you come out from Hospital.**

## You can expect your health care workers to:

- Make sure all involve you lo own health care blo you
- Make time so you can talk about concerns blo you
- Give you information in simple language and ways that e easy for understand
- Take a algether history blo medication which includes over-the-counter medicines, herbs, vitamins, alcohol and recreational drugs that you use
- Give e you verbal and written information about medicines in plain language
- Make sure that you get them results blo tests blo you and investigations
- Set out all your possible treatment options
- Give you algether information about treatment you blo gedem if you blo gad surgery, procedure or operation
- Make sure you sabe exactly wanem e gor happen for you inside lo surgery, and that you been give full consent for thempla
- Talk about discharge planning if you need to go to hospital. Start planning as early as practical – if possible, before the time when you gor inside lo hospital.

## Where can you go for more information?

A good place to start look around for information about condition blo you, is the HealthInsite website [www.healthinsite.gov.au](http://www.healthinsite.gov.au). The local library blo you may help you with access to the Internet.

You may also wande contact a support group for people with similar health conditions.

The **FREE 10 Tips Booklet** is available at your health service or at the Australian Council for Safety & Quality in Health Care website <http://www.safetyandquality.org>.

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# Be involved more lo health care blo you

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## 10 tips for safer health care



**You can work with your health care professionals to make sure you gad the best possible care for yourself.**



## Safety lo health care e prapa important!

Australia e gad one of the best health care systems in the world. This one e mean that when you visit a health care service you expect to receive the safest health care available.

But health care for youmpla e becoming more hard every day. Even small something lo one area can gad big flow-on effect lo another area. Sometimes things nor turn out as you been expect and e can cause more harm. Them results can be prapa small and a can fix-em easy or they can be more serious.

Most of them problems e can happen because of how all make e something, not because of any one person. Problems in the system can make e risk come big, that something might go wrong for you. If problems do happen, they need to be noticed quickly and fixed before they cause harm. With your help, them systems blo health care can continue to become better so that e can gad less problems.

If all things do go wrong, e important that people who work for health find out exactly wanem been happen so that thempla can look for ways to stop em from happening again. They should also let e patient and their carers know wanem been happen and wanem e gor be done about it.

No single person or group can improve health care systems on their own. Improving safety in health care e nor matha business blo all doctors, nurses or other health care workers. Everyone has a part to play -- especially **YOU**, the patient who gor receive care.

### 1. Be actively involved in your own health care

E prapa important for you to take part in the decisions about health blo you and medicine and treatment blo you. This one can stop any thing from going wrong and give you the best care. Youme must look after youme self and health blo youme.

### 2. Speak up if you gad any questions or concerns

Pick one good health worker or doctor so you can talk for em about your health and medicine or treatment. You gad every right for ask e question if you nor

understand prapa and thempla can give e you all answer. Thempla can only give you answer if you ask thempla. You also gad right for ask e another health worker, nurse or doctor. You can ask family member or career to be with you for explain em more.

*You might wande ask em this kind:*

*I nor prapa anderstand wanem you been speak . . .*

*I worry for . . .*

*Can you explain em again?*

*Can I come back again with a family member*

### 3. Learn more about condition or treatments blo you by asking your doctor, nurse or other health care worker and by using other ways for get e information.

E prapa good idea for collect plenty good information about condition, tests and treatments blo you.

*You might wande ask em this kind:*

*Can you please tell e me more about my condition?*

*How can we sabe if mepla gad this condition?*

*E gad any information where I can take em with me?*

*Wanem all different treatment for this condition?*

*How can this treatment help me?*

*Wanem all risks blo this treatment?*

*Wanem e gor happen if I nor get e treatment?*

*Can I come back again with a family member?*

*Wanem can I do for help e myself?*

### 4. Keep e list blo all them medicines you take-em

You can use this list for let e doctor blo you know and thempla lo pharmacy, about all them medicine you take-em. If you gad any allergy for them medicine. You must remember for include all them prescriptions, over-the-counter medicines and all other medicine like all vitamins and lo that list.

### 5. Make sure you understand them medicine you take-em

When you get medicine blo you, read the label, including any warnings. Look if e that right one you doctor been order em for you. If you take e new medicine or thempla ask e you for stap from take e medicine before treatment, make sure you sabe wanem all side effects e gad if you gor take-em again.

*You might wande ask em this kind:*

*Wanem them direction lo that label e mean?*

*E gad any written information about this medicine?*

*How much I gor take-em and wanem time I gor take-em*

*Wanem them common side effects? Wanem*

*I should look for?*

*How long e gor take before the medicine gor work?*

*E can gad any problem if I take other medicine?*

*E gad any kaikai I nor allow for kaikai when I take this medicine?*

*How long I gor take this medicine?*

*Wanem time I can take this medicine again*

### 6. Make sure you get all results blo all them test or find out more.

If you nor get results blo you lo that right time, nor think that everything e alright. Ring up and find out lo doctor for result blo you and askem for explain em prapa about wanem them result mean for you.

**USE THE NEXT FOUR TIPS IF YOU INSIDE LO HOSPITAL, OR PLAN TO HAVE MEDICAL TREATMENT OR SURGERY INSIDE LO HOSPITAL.**

### 7. Talk for doctor blo you or other health care worker about wanem e gad available for you.

Be involved lo them decisions about your treatment when you inside lo hospital, by talking about your options with your health care worker.

*You might wande askem this kind:*

*How quick for me for get e this treatment?*

*I can gede this surgery/operation as a day patient?*

*E gad another hospital where I can gede same kind treatment if wandem?*

*If e gad so, which one e gad the best care and e can look after me more for this condition I gad?*

### 8. Make sure you understand wanem gor happen

Ask e doctor blo you exactly wanem the treatment e gor involve and whothat gor be in charge of your care when you inside lo hospital. Doctor or other health care worker blo you can help e you find out wanem you need to know. Remember for speak that doctor where e gor operate lo you if you allergic for any drug or medicine.