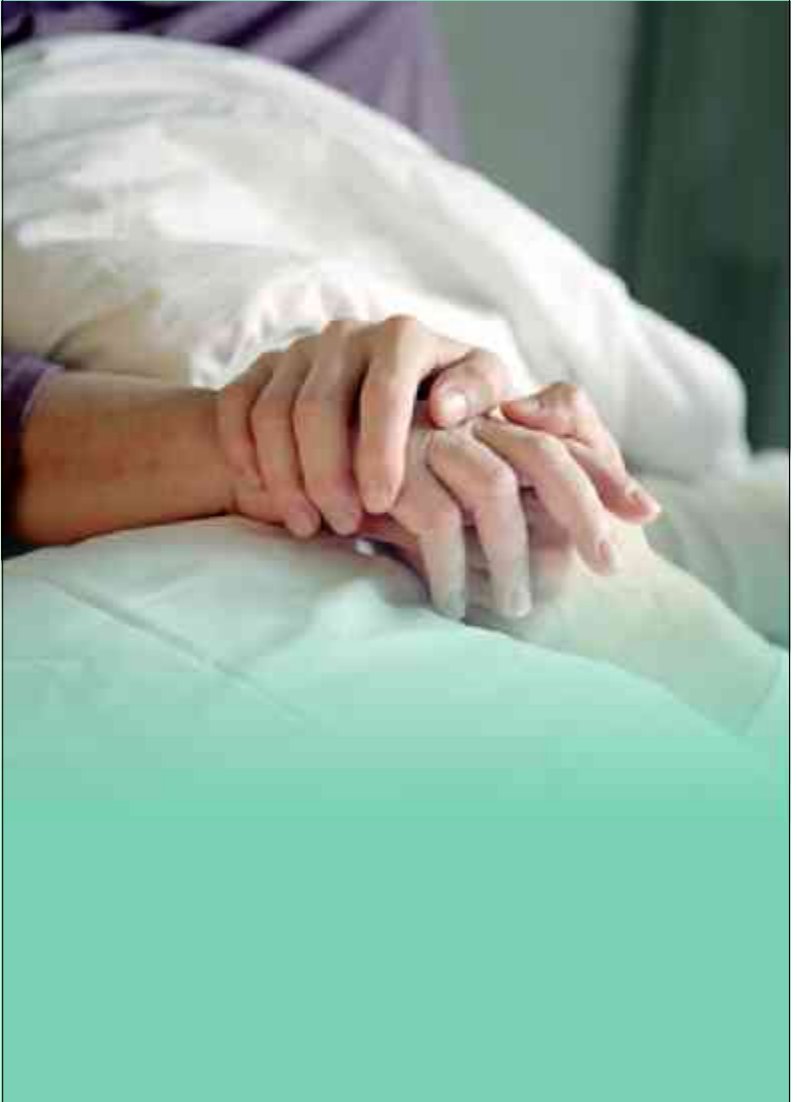


Patient Safety



Max Healthcare is committed to your safety

Safety is of prime concern in today's hospital environment. Most of the risks to a patient's safety are a by-product of today's complex healthcare systems. Problems in communication between patients and doctors or nurses add to the inherent risks. Incidents can occur anywhere in the health care system. They can happen during even the most routine tasks, such as when a hospital patient on a salt-free diet is given a high-salt meal, due to a communication gap. Patients who are more involved with their care in the hospital tend to do better and stay safer. By working together with your health care team, you can lower your risk and make your hospital stay as safe as possible.



Be Involved in Your Healthcare

Together we can make the hospital a safer place for you.

Participating in your care

- Discuss your treatment plan with your doctor and nurse. Make sure that you understand and agree with that plan.
- Be informed about your treatment and ask when the treatment will be given and the purpose.
- Ask when & how you will get the results of the tests or procedures.
- If possible, designate family members to interact with your healthcare team.

Identify yourself

Wear your hospital I. D. bracelet at all times.

If your bracelet comes off, ask your nurse to provide a new one.

Check the information on your hospital I.D. bracelet to make sure it is correct.

In case of new born babies, make sure that your baby carries mother's ID bracelet and the mother carries the baby's ID bracelet along with her own.

Make sure that all staff members check your ID bracelet before any:

- Examination is conducted on you
- Medicine is administered to you
- Test is done or procedure is performed



Medicine Safety

While you are in the hospital, it is important for you and your doctor or nurse to talk about your medicines. Tell your doctor and nurse everything you are taking, including



prescription medicines, and over-the-counter medicines (like aspirin and cough medicine). Let your doctor and nurse know if you have any allergies to foods or drugs or have had previous reactions to any drugs, foods or latex. Ask your doctor or nurse about your medicines—what they are, what they do, when are they to be taken and what side effects should be expected and reported.

Look at all the medicines before you take them. If you do not recognize a medicine, let your nurse know.

Do not self medicate

You must not take medicines that you brought to the hospital from home. Check with your doctor for any special situation.

Preventing the spread of germs

Clean hands... save lives.

Be aware that hand washing is the best way to prevent the spread of germs.

Wash hands for at least 15 seconds. Feel free to remind staff members to wash their hands before examining you or giving you your medicine. Alcohol rubs are freely provided in all areas of the hospital.

Practice good personal hygiene

Your attendants / visitors should also be encouraged to clean their hands.

Let your nurse know if your gown or linen is soiled.



Ask friends and relatives who have colds, respiratory symptoms or other contagious illnesses not to visit you or anyone in the hospital. Practice cough etiquette.

Get vaccinated, if it is recommended

Preventing Falls

Ask for help when getting out of bed, especially at night.



The hospital is an unfamiliar place, and most falls occur when patients try to get out of bed on their own to go to the bathroom.

Make sure the nurse call button on your bed works and that you know how to use it.

Let your nurse know if you sense trouble reaching the call button.

If possible, call for help before the need to get to the bathroom becomes urgent.

Make sure there is adequate light to see and keep your eyeglasses within reach. Wear slippers with rubber soles to prevent from slipping.

Point out to staff any spills or obstructions on the floor.

Make sure the seat belt is fastened when you sit on a wheelchair. When you get into and out of the wheelchair, the brakes should be locked.

Please ensure that you understand what will happen if you need surgery or a procedure.

Ask your surgeon:

- Who will be performing the surgery or the procedure?
- How long will it take?
- What will happen after the surgery or procedure?
- How can I expect to feel during recovery?

Tell the surgeon, anaesthesiologist, and nurses about any allergies, bad reaction to anaesthesia and any medications you are taking.

Make sure you are familiar with the surgical procedure & its risks. Read the consent form & the patient information

literature given to you in detail.



Ask questions in

case of any doubt

In case you have the slightest concern, please inform your assigned Nurse or Physician.