

**PATIENT INFORMATION**



## **Staying safe in hospital**

**Recommendations for patients and their relatives**



**AKTIONSBÜNDNIS  
PATIENTENSICHERHEIT**

**Dear Patient,**

**We take your safety seriously. The more you participate in the decisions affecting your treatment, the safer your treatment during your hospital stay will be.**

**The following information should be of assistance to you:**

- **Tell us everything about your state of health that you think is important.**
- **If there is anything you do not understand, feel free to ask us.**
- **Just in case, make a note of any questions you might have before you go to important consultations (with your doctor, for example).**
- **If you think it is necessary, ask a family member or a friend to accompany you to the consultation and to represent your interests. Discuss important decisions with your relatives.**

**We take your safety seriously!  
Your hospital team.**

## **TELL US,...**

- **if you are taking medicines – also medicines that can be bought without a prescription. If you have a list of the medicines you are currently taking, or their packaging, please show us.**
- **if you are taking food supplements (for example vitamins or minerals).**
- **if you suffer from allergies or intolerances, or if you have an allergy pass.**



- if a new medicinal product leads to hitherto unknown complaints.
- if you have the feeling that you have received a medicine, during medicine distribution, that you do not know. Do not take the medicine. Call for your nurse or doctor right away!
- if you feel unwell after taking a medicine. Please call for your nurse and doctors right away!
- if complications already occurred in the past: during examinations, when under narcosis, during operations or other medical measures, if you need assistance to get up or to walk, or if you need any other type of support (for example to perform dental and oral hygiene). Let your nurses and doctors know whether a long-term-care level has been determined for you.
- if you have the feeling that another patient is intended, and not you, (for example if you are addressed by the wrong name). Patient misidentification is seldom, but it could have serious consequences.
- if you are in pain.
- if you are pregnant, or could be pregnant. This is important should an x-ray have to be taken or if you are to be given a new medicine.
- if you suspect another problem regarding your safety.

## MAKE SURE, ...

- that nurses and doctors know you. Greet nurses and doctors who are at your bedside for the first time by telling them your name. Please do not be surprised if you are asked your name several times. It is important for your safety that all nurses and doctors know exactly who you are.
- that nurses and doctors know which medicines you are taking and the purpose of these medicines. For example, at hospital, you might sometimes be given medicines that differ from those prescribed by your doctor at home and that you obtain at your pharmacy. This is why you should have the nurses and doctors explain what medication you are receiving and ask them about possible side effects.
- that you receive sufficient information on upcoming interventions and examinations and that you are told what you should pay attention to after an intervention. Ask all of the questions that you find important. This also includes whatever makes you uneasy or causes you concern.
- that you have thoroughly read the medical information handouts for patients. Keep a copy of the patient information in your personal files. Sign the patient information form only if you have understood the content.
- that you know all of the essential results of your examinations, and that these have been explained to you. If an examination has been performed on you, ask for the results if you are not informed of them.
- that hygiene and sanitation are taken seriously at our hospital and that the rules are followed. It is all right for you to ask nurses and doctors whether they have disinfected their hands.



## BEFORE YOU ARE DISCHARGED, MAKE SURE ...

- that your doctor explains the next steps on your treatment schedule.

The following questions could be important:

- What medicines do I have to take? Are these the same as the ones I was being given at hospital or perhaps others?
- Do I have to bear anything in mind when taking the medicines (time of day, meals, foods that do not agree with the medicines)?
- Who will be prescribing my medicines and how do I get them?
- Where can I find support if I need help (for example to take my medicines)?
- What type of physical activity is good for me and what should I avoid, and for how long?
- What am I allowed to eat and drink, what should I avoid and for how long?
- When do I have my next appointments?
- When will I receive the (preliminary) medical report that has to be passed on to my family doctor?
- Have arrangements been made for my care at home (for example, home care service, meals on wheels)?
- Have arrangements been made for all of the assistive devices (e.g. walker ) I will need? If necessary, please ask us for a care transition form.
- Who can I turn to, if I need help (for example, home help service, nursing care, psychosocial support)?

Dear patient,

Should you still have any questions, please feel free to contact our social service/discharge management service for counselling.

Before you leave the hospital, please make sure that you receive the (preliminary) medical report to be handed over to your family doctor. Ask whether it is possible to obtain a copy for your personal files.

Take the time to read your copy of the medical report carefully before your next appointment with your family doctor. If you have any questions regarding the medical report, please get in touch, either with your attending physician at the hospital or with your family doctor.

We take your safety seriously!  
Your hospital team.

## YOUR NOTES

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## AKTIONSBÜNDNIS PATIENTENSICHERHEIT

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