

Tip 4: Tell us who your family members or friends are and how you want them to be involved

Your family or friends are welcome at [insert hospital name]. Family or friends can:

- Give you comfort and support
- Help you keep track of and understand information about your health
- Make sure your health care team is aware of any concerns
- Tell a doctor or nurse if they notice a change in your condition
- Find a nurse when help is needed urgently

Tell us who you want to be involved in your care. If you do not want us to share private information about your health with family or friends, please let us know.

Remember

You and your family or friends are a vital part of your health care team.

We want you to ask questions, understand the answers, share observations, and be an active partner in your care.

Important contact information

If you have questions or concerns about the quality or safety of your care during your hospital stay, contact our [insert quality coordinator name and title] at [insert phone number].

For questions about cost, insurance, or billing during your hospital stay, contact our [insert billing specialist name and title] at [insert phone number].

Tips for Being a Partner in Your Care

Being a partner in your care helps you get the best care possible while you are in the hospital. It also helps you learn how to care for yourself after you leave the hospital.

This brochure has four tips to help you and your family or friends partner with doctors, nurses, and other members of your health care team while you are in the hospital.



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Tip 1: Give us information about your health

Doctors and nurses may know more about medicine, but you and your family or friends know more about you and your body. That is why working together as partners is so important.

Do not assume that your doctors and nurses know everything about you. We want you to tell us what you see, think, and feel. If something is important to you, we want to know about it.

When you are in the hospital, doctors and nurses will talk with you about:

- Your health before this hospital stay
- Medicines, vitamins, and herbal supplements you take
- Allergies to medicines or foods
- How you feel during and after treatment
- Any pain you may feel
- Any changes in your health while you are in the hospital
- Your plans after you leave the hospital

Tip 2: Make sure you understand what your doctors and nurses tell you

To help make sense of all the information you get while you are in the hospital:

Repeat what doctors and nurses say in your own words. After your doctor or nurse tells you something, try saying, “Let’s make sure I have this right” and then repeat the main points back in your own words. This helps your doctors and nurses know right away if they did not explain something well. Then they can explain it again more clearly, if necessary.

Take notes. It can be hard to remember all of the information you get in the hospital. It is helpful to write down what the doctors and nurses tell you. Family or friends can help you do this.

Visit the hospital’s family resource room, patient education center, or library. These areas in the hospital have materials that are easy to read. You can also always ask your doctors and nurses how to find more information.

Tip 3: Ask questions until you understand the answers

You and your family or friends will probably have questions about your care in the hospital. Asking questions is not always easy. Use these suggestions to help:

Be prepared. Keep a notebook in your room and write down questions as you think of them. Your family and friends can help with this.

Speak up if something is unclear or confusing. Let doctors and nurses know right away if there is something you do not understand. You can say, “I’m not sure I understand what you just said. Can you tell me again?”

Keep asking until you understand. If you got an answer but still do not understand, please ask again. You can say, “I still don’t understand. Can you try explaining it to me in a different way?”

Ask questions about your medicines. Ask what each new medicine is for, how often you need to take it, and what amount, or dose, you should take. If you are worried about taking any medicine for any reason, tell your doctor or nurse before you take it.