

IF YOU DON'T UNDERSTAND  
OR YOU NEED MORE CLARITY

ASK US



&

ASK US AGAIN

IT'S YOUR HEALTH, IT'S YOUR  
RIGHT TO KNOW

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مؤسسة الرعاية الصحية الأولية  
PRIMARY HEALTH CARE CORPORATION

**PATIENT SAFETY**  
(Join us to serve you safer)

We at primary healthcare corporation  
are committed to provide the best care  
for you with YOU.



LET'S TAKE THE  
PLEDGE TO BE PARTNERS  
IN SAFETY

“As a patient safety partner of PHCC, I pledge to be an active member of my healthcare team by participating in my care to the best of my ability. I will ask questions to become better informed and involved in my care and/or my family's health care, and will discuss my thoughts, preferences, issues and concerns with my healthcare providers who are here to help and whom I respect and value.”

**PATIENT SAFETY IS** the use of best practices to achieve optimal patient outcomes by responding, anticipating and learning from system failures within the health-care setting.

## **PARTNER WITH YOUR CARE PROVIDER**

PHCC acknowledges patients and their families as key partners for delivering safer care and welcomes you to participate in all decisions about your care



# BE OUR SAFETY PARTNERS

## FEEL ENCOURAGED TO TELL US

- About your illness or injury
- About your symptoms
- About your allergies
- About your disease history
- About your family's disease history
- About your surgical history
- About your medications
- About your vulnerabilities

## FEEL EMPOWERED TO ASK US

- What is my main problem?
- What do I need to do?
- What is this test for?
- When will I get the results?
- Why do I need this treatment?
- Are there any alternatives?
- What are the possible complications?
- What is this medication for?
- Are there any side effects?
- Will this medicine interact with medicines that I am already taking?

## EXPECT FROM US

- To ask for your Full Name and Date of birth to ensure that you are the right patient receiving the right care
- To perform hand hygiene
- To direct you to perform hand hygiene
- To give you alcohol hand rub
- To give you mask and tissue if you are coughing or sneezing
- To provide infection prevention and control educational materials and health teachings to you and your family
- To change the bed roll
- To provide you a safe and a clean surroundings
- To explain your care plan, risks and benefits

## OTHERWISE, REMIND US

