

## **Our Hospital is all about Safety!**

Please tell us if you have any concerns or questions about your care, treatment, services, or safety during your visit or stay with us. You are encouraged to communicate with any of your caregivers throughout your visit or stay, at any time.

It is important that you tell us:

- If we forget to wash our hands
- If you need help understanding the information provided to you about controlling infection during your visit or stay and upon discharge
- If you think your condition is getting worse
- If you have questions about your medication, and/or
  - If you continue to have pain
  - If this is the first time you have received this medication
  - If you have any reason to believe that you are receiving the wrong medication
- If you need more information about the procedure(s) or treatment(s) we will be performing
- If you don't understand how we intend to keep you safe during your surgical procedure
- If you don't understand how we intend to keep you safe from falling (as appropriate)
- If you have special needs we should know about

If you require additional assistance:

- You may dial "0" for the operator and ask to speak to, or leave a message for the manager or supervisor of any of our departments. Just tell the operator which department you wish to contact.
- You may call our House Supervisor at (760) 339-7121 (x-7121)
- If you are a clinic patient please request to speak with the Clinic manager or Charge Nurse.