



We are committed to evidence-based practices that increase the safety of our patients and team.



## FREE TOOLS

The Agency for Healthcare Research and Quality (AHRQ) offers free resources to help people make informed decisions and improves the quality of health care:

Consumers & Patients:  
[www.ahrq.gov/patients-consumers/index.html](http://www.ahrq.gov/patients-consumers/index.html)

This Web page gives information on staying healthy; getting safe, high-quality healthcare; and more.

Please call the hospital and re schedule if you are not able to attend your appointment. This will give others the opportunity to be seen by a doctor earlier using the vacant spot.

Version 3, March 2018

This leaflet is based on one produced by the Agency for Healthcare Research and Quality.



# YOUR ROLE IN PATIENT SAFETY

## My QUESTIONS for this visit.

You might have questions about:

- Your medicines;
- A medical test you need;
- Surgery that you need.

What are the top three questions you want to be sure to ask during your appointment? List them here:

1. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

  **CALL NOW**

1 649 941 2800 - Cheshire Hall Medical Centre  
1 649 941 2900 - Cockburn Town Medical Centre  
[www.tcihospital.tc](http://www.tcihospital.tc) | [info@tcihospital.tc](mailto:info@tcihospital.tc)

Be more involved  
in your health care.

TCI Hospital is committed to providing you with the best healthcare experience. There is also an important role that patients and their families need to play.

One way you can make sure you get good quality health care is to be an active member of your health care team. Patients who talk with their doctors tend to be happier with their care and have better medical results.

This brochure gives you tips to use before, during, and after your medical appointment to make sure you get the best possible care.

## BEFORE YOUR APPOINTMENT

Bring all the medicines you take to your appointment. This includes:

- Prescription medicines;
- Non-prescription medicines, such as aspirin, antacids, cough and cold medications;
- Vitamins;
- Dietary or herbal supplements;

Write down the questions you have for the visit. Use the back of this brochure to list your questions;

If you are accompanying a child to an appointment, bring their immunisation card along;

Know your current medical conditions, past surgeries, and illnesses.

## DURING YOUR APPOINTMENT

- Let us know if you need a translator;
- Explain your symptoms, health history, and any problems with medicines you have taken in the past;
- You have seen another doctor or gone somewhere else for health care;
- Ask questions to make sure you understand what your doctor is telling you;
- Explain your understanding of the information provided in your own words to the doctor to be sure you understood correctly;
- Let your doctor know if you are worried about being able to follow his or her instructions;
- If your doctor recommends a treatment, ask about options;

**If you need a test, ask:**

- How the test is done;
  - How it will feel;
  - What you need to do to get ready for it;
  - How you will get the results.
- If you need a prescription, tell your doctor if you are pregnant, are nursing, have reactions to medicines, or take vitamins or herbal supplements; Find out what to do next. Ask for:
- Written instructions;
  - Brochures;
  - Relevant web sites.

## AFTER YOUR APPOINTMENT

- Always follow your doctor's instructions;
- If you do not understand your instructions after you get home, call the Hospital;
- Talk with your doctor or pharmacist before you stop taking any medicines that your doctor prescribed;
- Call the Hospital or visit the Emergency Room if your symptoms get worse;
- Make and attend appointments to have tests done and for follow-up appointments if you are advised to;
- Ask what you should do about any test results.