

We support your health and well-being by providing safe, high-quality care. You and your chosen support persons are welcomed as partners in care.

This brochure includes some important tips to keep you safe while you're in our care.

Confirm your identity

Confirming your identity is an important part of safe, quality healthcare. Here's how you can help:

- Confirm your identity at different points in your healthcare journey. For example, at registration and before a procedure.
- Share your name, date of birth, healthcare card or other identification with your care team.
- Staff may also scan your wristband to confirm who you are.

Share your feedback

Your feedback matters and helps us improve care and services.

If you have feedback or concerns, we encourage you to speak to the healthcare team directly so they can address the concerns immediately.

If you still have feedback or concerns, you can contact Patient Relations.

Phone: 1-855-550-2555

Web: ahs.ca/patientfeedback

Get health advice

Sign up for [MyChart](#) to see your health information and keep it up to date.

For trusted health advice and information:

- Call Health Link 24/7 by dialing 811 on your phone
- Visit myhealth.alberta.ca



Making your healthcare safer together

You and your designated family/support persons can keep your care safe.



Clean your hands

Keeping your hands clean is the best way to prevent spreading infection.

- Cough or sneeze into your sleeve or cover your mouth and nose with a tissue.
- Clean your hands often with soap and water or hand sanitizer.
- It's okay to remind your family, friends and healthcare providers to clean their hands too.

Know your medication

Here are some tips on how to manage medication with your care team:

- Carry an up-to-date list of medications you take. Include why you take it, the dose and time you take it. This is called a MedList.

- Include your over-the-counter medicines, vitamins, supplements, herbal remedies, inhalers, patches, ointments, eye drops and samples your doctor gives you.
- Tell us if you have any medications or food allergies or reactions.
- If a medication is changed, ask why.

Learn more about MedLists by visiting [ahs.ca](https://www.ahs.ca) and searching “Medication List”.

Ask, listen, talk

Good communication is an important part of keeping your care safe. Help us by doing these four things:



Share your goals and ask how you can participate in your care.



If you have a Green Sleeve — a folder that holds advanced care planning documents — please bring it with you.



Ask questions if you don't understand something or have concerns. Take notes or bring a support person.



Tell your healthcare team if you need help communicating. For example, if you need a pocket talker, translator or interpreter.

Reduce your risk of falling

Falling can lead to a serious injury. Together, we can prevent most falls.

When you're in our care, follow these tips and ask your healthcare provider(s) for help.

- Tell your care team if you feel unsteady or have fallen before.
- Before you get up, slow down, look around, hold onto something, ask for and wait for help.
- Use a cane or mobility aid if you need one.
- Wear non-skid footwear and clothing that fits well.
- Keep items you use within reach or use your call bell to ask for help.
- If you feel dizzy when you stand up, sit down right away.
- Tell a healthcare provider or staff member if the floor is wet.