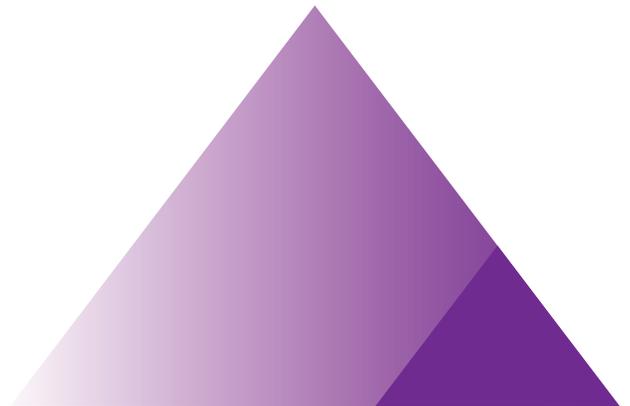




<http://www.patientsafety.org/page/transtoolkit/>
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Taking Charge of Your Healthcare: Your Path to Being an Empowered Patient.

Developed in conjunction with the
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▶▶ *Taking Charge of Your Healthcare: Your Path to Being an Empowered Patient.*

Before you leave the hospital, know what you need to do to stay safe. This fact sheet, along with other information the hospital gives you, tells you what you should know and what you should do:

- ▶ **Make an appointment with your main doctor.**
- ▶ **Have your list of medicines.**
- ▶ **Know what to expect and what to do.**
- ▶ **Do not be shy about asking for help and information.**
- ▶ **Get copies of your records, test and lab results for your files at home.**

This fact sheet is for patients. It is also for family members or friends who will help care for patients when they leave the hospital.

Write the answers to these questions neatly or ask a friend or family member to fill it out neatly for you. If you do not know the answer to any question, tell your nurse or social worker you need more information. Keep this fact sheet handy after you leave the hospital.

Personal Information:

▶ Patient name: _____

▶ Phone number: _____

▶ Email: _____

▶ Date: _____

Name of emergency contact:

▶ Emergency contact phone number: _____

Name of friend or family member who will help me when I get home:

▶ Friend or family member phone number: _____

▶ I will share and talk about this fact sheet with: _____

Contacting My Team at the Hospital

Name of the doctor in charge
of my care at the hospital: _____

My main doctor's:

▶ Phone number: _____

▶ Fax: _____

▶ Email: _____

Name of hospital: _____

Name of hospital discharge planner: _____

▶ Phone number: _____

Name of hospital social worker or case manager:

▶ Phone number: _____

Notes: _____

Making a Doctor Appointment

What is my main doctor's name, address, and phone number?

▶ Name: _____

▶ Address: _____

▶ Phone number: _____

When is my first doctor appointment? _____

If possible, make an appointment with your main doctor before you leave the hospital.

▶ How will I get to my doctor appointments? _____

Be sure you know how you will get to your doctor appointments before you leave the hospital. If you do not know how you will get there, tell your nurse, the hospital social worker, or case manager. They may be able to help you arrange transportation to your appointment.

▶ Notes: _____

Taking Your Medicines

The hospital will give you a list of your medicines and tell you what other medicines, activities, foods, or beverages (such as alcohol) to avoid. If you do not get this list before you are discharged, be sure to ask for it.

What is my pharmacy name and phone number?

- ▶ Pharmacy name: _____
- ▶ Pharmacy phone number: _____

If you get your medicines from more than one pharmacy, tell each pharmacist the names and doses of all medicines you take. This includes over-the-counter medicines, such as aspirin, vitamins or herbal supplements.

Knowing What to Expect and What to Do

If you cannot answer any of the following questions, tell your nurse, hospital social worker, or case manager you need more information. Write down the answer to each question before you leave the hospital. Don't be afraid to ask for help to fill this form out.

What tests results do I need after discharge, and when will someone call me about them? _____

Person to call for test results:

- ▶ Name: _____
- ▶ Phone number: _____
- ▶ Date to call: _____

Knowing What to Expect (continued)

I am in pain. How do I tell you about it? _____

What problems should I watch for (such as pain, redness, swelling, depression, or changes in memory or thinking)? _____

Who should I call if I see signs of a problem?

- ▶ Name of person to call: _____
- ▶ Phone number of person to call: _____

If you have ever had a fall, tell everyone who is involved in your care. Ask them for tips on how you can prevent falling and write them here.

Do Not Be Shy about Asking for Help and Information

Do not be shy about asking for the information and help you need to stay safe. Ask your nurse for a social worker or case manager who can help you identify resources in the community such as:

- ▶ Home health care services.
- ▶ Equipment such as a cane, walker, crutches, or wheelchair.
- ▶ Answers to your insurance questions.

The hospital should give you discharge instructions. If you do not have them, tell your nurse, social worker, or case manager.

If You Need Help Paying Your Bills

If you think you will have problems paying your part of your bill or are uninsured, tell the hospital staff as soon as possible after arriving at the hospital. You may be eligible for financial help through government-sponsored programs or policies of the hospital. The hospital can tell you about programs for which you may qualify.

For More Information

Please visit the transitions toolkit web site at www.patientsafety.org/page/transtoolkit/ for links to helpful materials from The Agency for Healthcare Research and Quality (AHRQ), the National Transitions of Care Coalition (NTOCC), and other organizations to help address your information needs.

Ask Me Three™

Developed by Partnership for Clear Health Communication at the National Patient Safety Foundation.

The National Patient Safety Foundation helps to promote good communication between patients, families, and health care providers with this program. For more information visit: <http://www.npsf.org/askme3/pdfs.php>

Ask Me Three suggests ...

Ask your doctor or nurse the following three questions.

Write down the answers:

1. What is my main problem? _____

2. What do I need to do? _____

3. Why is it important for me to do this? _____
