

Help prevent the spread of germs!

Hand washing and using alcohol-based hand sanitizer gel are the best ways to prevent the spread of germs.



You and your visitors should wash your hands or use the alcohol-based gel frequently while in a health care environment. Health care workers will welcome your reminder to wash or sanitize their hands before providing your care or giving you medication.

Steady On Your Feet!

Falling can result in serious injury.

- Tell us if you have ever fallen or if you are unsteady on your feet.
- Ask for help when walking and use handrails, walkers and wheelchairs where available.
- Wear non-slip well-fitting footwear.
- Watch for hazards to avoid tripping.



Compliments, concerns and complaints.

Client feedback is very important.

We encourage our clients to share their compliments, concerns and complaints with us and to do so in writing whenever possible.

A [Client and/or Visitor Complaint and Compliment Form](#) is available from your healthcare provider and should be forwarded to the facility where services were provided or to the manager/supervisor directly responsible for that service area or department.

Complaints and concerns will be responded to courteously, professionally and in a timely manner.

We are here to help.

Please feel free to ask any questions you may have about your medications and any other treatments or services we provide.

Your care comes first!



Labrador - Grenfell Health

When you have questions about your care...

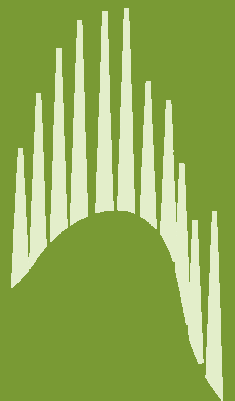
Please Ask Us!



Be involved in your healthcare.

Ask any questions you may have.

Tell us your concerns.



What is my health problem? It's OK to ask!

Who should ask questions?

Everyone has questions about their health. Sometimes you may find things confusing or unclear - you are not alone.

Ask questions to understand how to get better and how to take care of yourself.



Who can answer my questions?

Your doctor, nurse and other members of your health care team (e.g., pharmacist, social worker, dietitian) want to help you by answering your questions.

What if I still don't understand?

Don't be embarrassed. Ask more questions if you want to. You might say, "This is new to me. Can you please explain it again?"

Can I bring someone with me?

Yes. A friend, family member or someone you trust can:

- remind you what to say
- take notes and get information
- help you understand your health conditions or concerns.

What do I need to do?

Before visiting your healthcare provider:

Write down your questions and things you want to discuss.



Help us to correctly identify you:

- Staff must identify you before providing your care.
- They must use two methods of identification every time.
- If your caregiver does not use two methods, please remind them to do so.

What about my medications?

Please bring all of your prescribed, over-the-counter, and herbal medicines with you. Ask us about your medicines (e.g., what are they and why you are getting them). If you think you are about to receive the wrong treatment or medicine, please tell us.

What are some questions I should ask?

- Do I need a follow-up appointment and who will make it?
- Do you have any written information I can take with me?
- Have my medicines changed and how do I take them? What are the side effects and when do they appear?
- Who do I call if I need help?

Some Important things to remember!



- Feel welcome to ask questions.
- Share as much information as you can with us about your illness or condition.
- Tell all your care providers if you have any allergies or reactions to medicines or food.
- Wear your hospital ID bracelet and an allergy bracelet if you need one.
- Write down contact numbers and keep them by your phone, so you and your family know how to reach your doctor, clinic, pharmacy and ambulance if you may need them.