

療を受けた場合には、よりよい検査結果が得られる傾向にあることが示されています。

11. 入院しているときは、あなたに直接接することになる職員に手を洗ったどうか尋ねることを考慮してみましょう。

12. 退院するときには、自宅での治療計画を主治医に説明してもらいましょう。

(手術)

13. 手術を受けるのなら、あなた、主治医、ならびに外科医(執刀医)すべてがこれから行われることについて正確に理解しているかを確認しましょう

(その他)

14. 質問もしくは気になることがある場合には、遠慮せずにたずねましょう。

15. かかりつけ医師などに、誰があなたの治療に責任を持っているかを確認しましょう。

16. あなたの治療にかかわるすべての医療職が、あなたに関する重要な健康上の情報を知っているかどうか確認しましょう。

17. 家族の一員や友人と一緒にいてくれるように、また(あなたができないときには、代わりに物事を行ったり、遠慮せずにものを言ってくれるといった)援助をしてくれるように頼みましょう。

18. 「もつと」が必ずしもよいとは限らないことを知りましょう。

19. 検査を受けた後、何も連絡がないからといって結果がよかったのだと思い込まないでください。

20. 医師や看護師に尋ねることで、もしくは他の信頼できる文献などを用いることで、あなたの症状や治療について知りましょう。

出典: 日本薬剤師会編:「薬剤師が取り組む医療安全対策」、薬事日報社、2002, P225-227

(表5)「Speak Up(声に出そう!)」

Speak up:もし質問や気になることがあったら、声に出して尋ねましょう。そしてわからなかったらもう一度尋ねましょう。あなたの身体のことであり、あなたには知る権利があるのですから。

Pay attention:あなたが受けている治療に注意しましょう。正しい医療職から正しい治療や薬物療法を受けているかを確認しましょう。なんでもあれ、大丈夫だろうと仮定してはいけません。

Educate:あなたの病気の診断、受けている検査、治療計画についてきちんとした知識を持ちましょう。

Ask:信頼できる家族や友人に、あなたの代理人になってもらうことを頼みましょう。

Know:あなたが服用している薬剤の名称、また服用する理由を知っておきましょう。薬剤に関するエラーは事故のなかで最も多いエラーです。

Use: JCHAO が行っているようなしっかりとした医療の質と安全の基準に関する厳しい評価認定を受けている病院、診療所、外来手術施設、またその他の医療施設を使いましょう。

Participate:あなたの治療に関するすべての決定に参加しましょう。あなたは医療チームの中心なのですから。

出典: JCAHO パンフレット

(表6)「安全な医療を提供するための10の要点」

- ・根づかせよう安全文化 みんな努力と活かすシステム
- ・安全高める患者の参加 対話が深める互いの理解
- ・共有しよう 私の経験 活用しよう あなたの教訓
- ・規則と手順 決めて 守って 見直して
- ・部門の壁を乗り越えて 意見交わせる 職場をつくろう
- ・先の危険を考えて 要点おさえて しっかり確認
- ・自分自身の健康管理 医療人の第一歩
- ・事故予防 技術と工夫も取り入れて
- ・患者と薬を再確認 用法・用量 気をつけて
- ・整えよう療養環境、つくりあげよう作業環境

出典：厚生労働省医療政策局医療安全対策検討会議ヒューマンエラー部会「安全な医療を提供するための10の要点」

Things you can do to prevent medication mistakes

Medication mistakes happen every day — at the doctor's office, hospital, even at home. Some mistakes are more serious than others, but all medication mistakes can be prevented. Here are some basic things you can do to help prevent a medication mistake from happening to you or your loved ones.



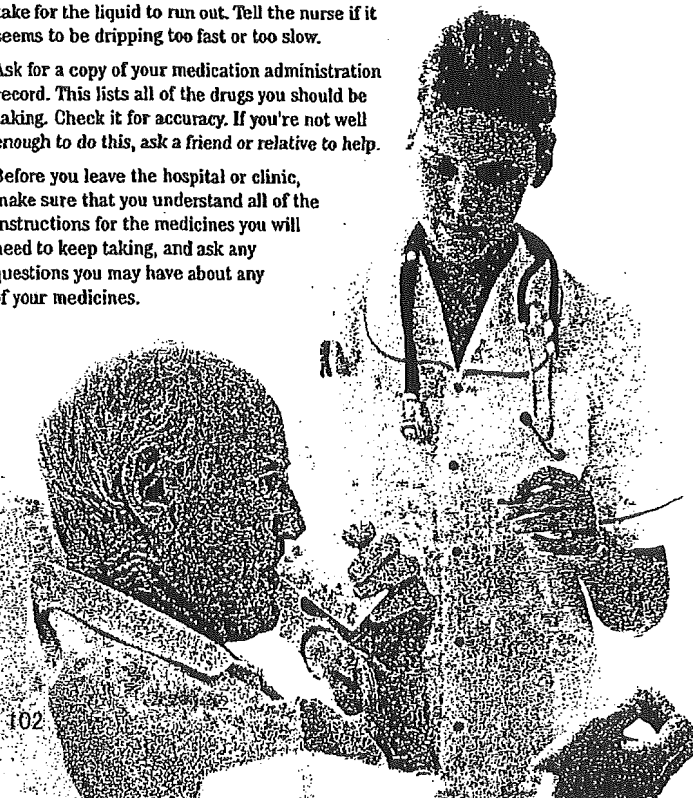
Joint Commission

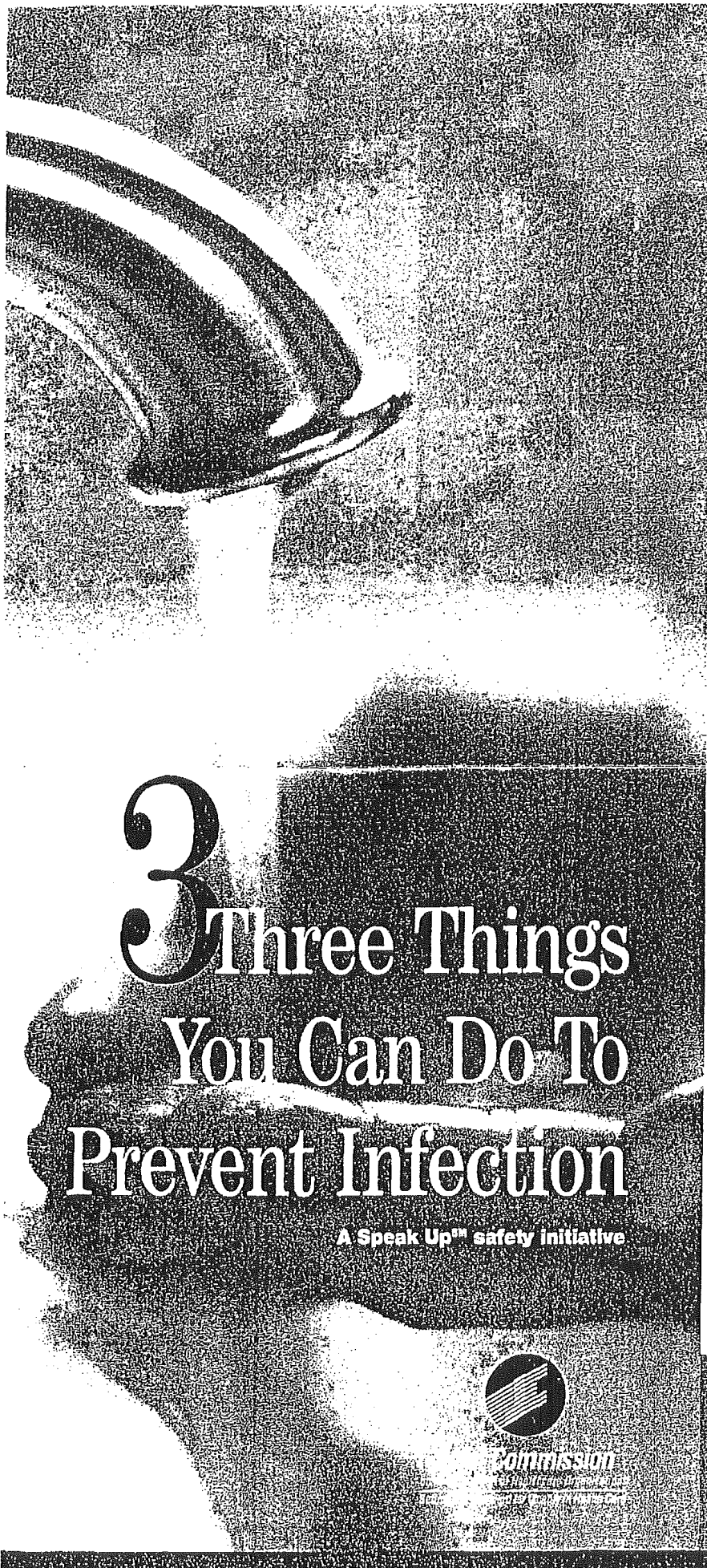
At the doctor's office and pharmacy

- Share with your doctor a list of your current medicines, vitamins, herbs and supplements.
- Whenever you get a new medicine, remind your doctor about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, ask your doctor if it is safe to take those medicines together. Do the same thing with vitamins, herbs and other supplements.
- Understand that more medications may not always be better for you. Ask your doctor how a new medication will help.
- Make sure you can read the handwriting on prescriptions. If you can't read it, the pharmacist may not be able to either. You can ask to have the prescription printed.
- Read the label on your prescription medicine. Make sure it has your name on it and the correct medicine name. Some medicines have similar names that can be confused.
- If you're not sure whether you are supposed to swallow or chew your medicine, ask your doctor or pharmacist. Also, ask your doctor or pharmacist whether you can cut or crush a medicine.
- Ask your doctor or pharmacist if it's safe to drink alcohol with your medicine.
- Take your medicine as it is prescribed and do not stop taking it without asking your doctor.
- Whenever you are in doubt about a medicine, ask your doctor or pharmacist about it.

At the hospital and clinic

- Share with your doctor a list of your current medicines, vitamins, herbs and supplements.
- Make sure the doctor or nurse checks your wristband and asks your name before giving you medicine.
- Ask your doctor or nurse how a new medicine will help. Ask for written information about it, including its brand and generic names.
- Ask your doctor or nurse about the possible side effects of your medicines.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Know what time you normally get a medicine. If you don't get it then, tell your nurse or doctor.
- Tell your nurse or doctor if you don't feel well after receiving a medicine. If you think you are having a reaction or experiencing side effects, ask for help immediately.
- If you're not feeling well enough to ask questions about your medicines, ask a relative or friend to ask questions for you and to help make sure you get and take the right medicines.
- If you receive intravenous (IV) fluids, read the contents of the bags of IV fluids. If you're not well enough to do this, ask a relative or friend to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it seems to be dripping too fast or too slow.
- Ask for a copy of your medication administration record. This lists all of the drugs you should be taking. Check it for accuracy. If you're not well enough to do this, ask a friend or relative to help.
- Before you leave the hospital or clinic, make sure that you understand all of the instructions for the medicines you will need to keep taking, and ask any questions you may have about any of your medicines.





3 Three Things You Can Do To Prevent Infection

A Speak UpSM safety initiative



National Commission
on Patient Safety and Quality of Care
www.nationalcommissiononpatient.com

1.



Clean your hands.

- Use soap and warm water. Rub your hands vigorously for at least 15 seconds.
- Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, handle money or play with a pet.
- Doctors, nurses, dentists and other health care providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.

2.



Cover your mouth and nose.

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Controlling a cough if you are sick can help prevent the spread of infection to others.

- Use a tissue! Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and then clean your hands.
- If you don't have a tissue, cover your mouth and nose with the crook of your elbow or hands. If you use your hands, wash your hands right away.

3.



Avoid close contact.

- If you are sick with a fever or other symptoms of a contagious illness, stay away from other people and stay home. Call work or school and tell them you are sick.
- When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

These steps can help prevent the spread of infection from colds, influenza ("the flu")*, and diseases like:

- Pneumonia*
- SARS
- Tuberculosis
- Mumps, measles, and rubella* (also known as German measles)
- Whooping cough*
- Chicken pox*
- Strep throat

* Remember to get a shot to prevent this disease or infection.

Supporting Organizations:
 American Hospital Association
 Association for Professionals in Infection Control and Epidemiology, Inc.
 Centers for Disease Control and Prevention
 Infectious Diseases Society of America
 Joint Commission on Accreditation of Healthcare Organizations
 Society for Healthcare Epidemiology of America



NATIONAL PATIENT SAFETY GOALS

University of Pennsylvania Health System

PATIENT SAFETY INFORMATIONAL WEB SITE

<http://uphsnet.ups.upenn.edu/ceq>

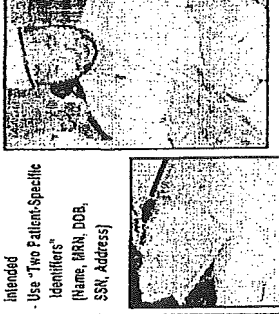
Here you can view:

- Safety calendar of upcoming events
- Go to PCRSIS site
- Go to Patsy site
- Find Press Goney information
- Fill up to site: associates from ICAHO
- Read UPHS PSEAs

Listen to your patients

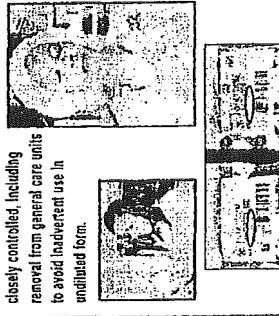
PATIENT IDENTIFICATION

- Identify the person for whom the service or treatment is intended
- Use "Two Patient-Specific Identifiers" (Name, MRN, DOB, SSN, Address)



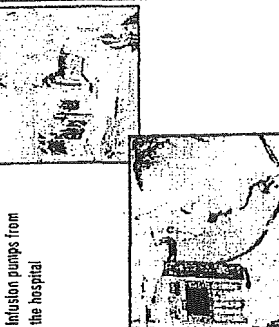
HIGH ALERT MEDICATIONS

- All concentrated electrolyte preparations should be closely controlled, including removal from general care units to avoid inadvertent use in undiluted form.



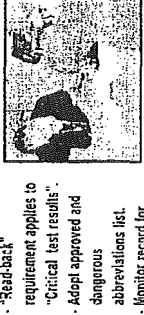
INFUSION PUMPS

- Removal of all free flow infusion pumps from the hospital



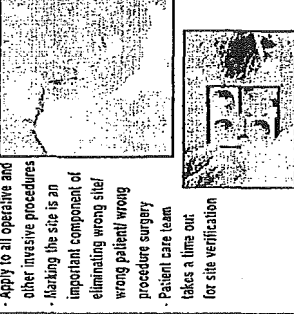
COMMUNICATION

- Telephone or verbal orders in hospital
- Receiver of the order should write down the complete order, then read it back, and receive confirmation from the individual who gave the order.
- "Read-back" applies to ALL caregivers.
- "Read-back" requirement applies to "Critical test results", "Adopt approved and dangerous abbreviations list."
- Monitor record for legibility.



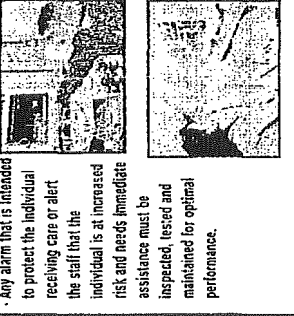
SITE OF SURGERY

- Apply to all operative and other invasive procedures
- Marking the site is an important component of eliminating wrong site/ wrong patient/ wrong procedure surgery
- Patient care team takes a time out for site verification



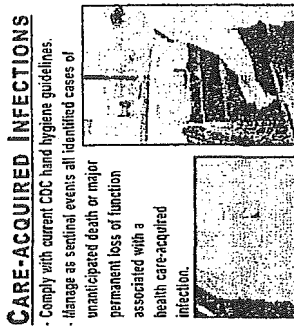
CLINICAL ALARM SYSTEM

- Any alarm that is intended to protect the individual receiving care or alert the staff that the individual is at increased risk and needs immediate assistance must be inspected, tested and maintained for optimal performance.



REDUCING RISK OF HEALTH CARE-ACQUIRED INFECTIONS

- Comply with current CDC hand hygiene guidelines.
- Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-acquired infection.



Communicate openly about their care.

Patient safety is a partnership between patients, families and healthcare professionals.

Safety Alert

HANDWASHING

What to do in the event of an unprotected blood exposure!

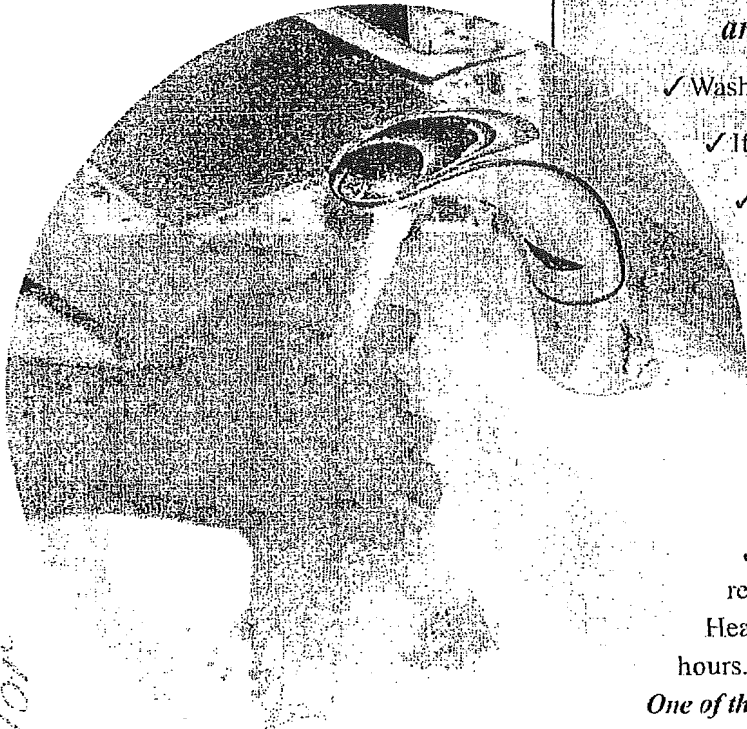
- ✓ Wash the area with soap and water.
- ✓ If splashed in the eye, flush with water.
- ✓ Notify your supervisor immediately.
- ✓ Complete "Work Related Injury" form and bring to Occupational Medicine on 2 Myrin or the Emergency Department when Occupational Medicine is closed.
- ✓ If seen in the Emergency Department, follow up with Occupational Health.
- ✓ If an antiretroviral medication is recommended, report this to Occupational Health or Emergency Department within two hours.

One of the best ways to help control the spread of infection is to wash your hands!

**Remember:
Part of the National Patient Safety Goals is
Handwashing.**

REDUCING RISK OF HEALTH CARE-ACQUIRED INFECTIONS

- Comply with current CDC hand hygiene guidelines.
- Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-acquired infection.



The principle of handwashing is primarily that of mechanical removal of dirt and microorganisms by sudsing, friction, and flushing with running water flowing from wrists to fingertips. Wash all surfaces (palms, dorsa, between fingers of both hands) vigorously for at least 15 seconds.

Gloves are not a replacement for handwashing and hands should be washed with running water and soap or an alcohol-based hand rub after removing gloves.

Another Step for Patient Safety

PATIENT IDENTIFICATION

First Step for Patient Safety

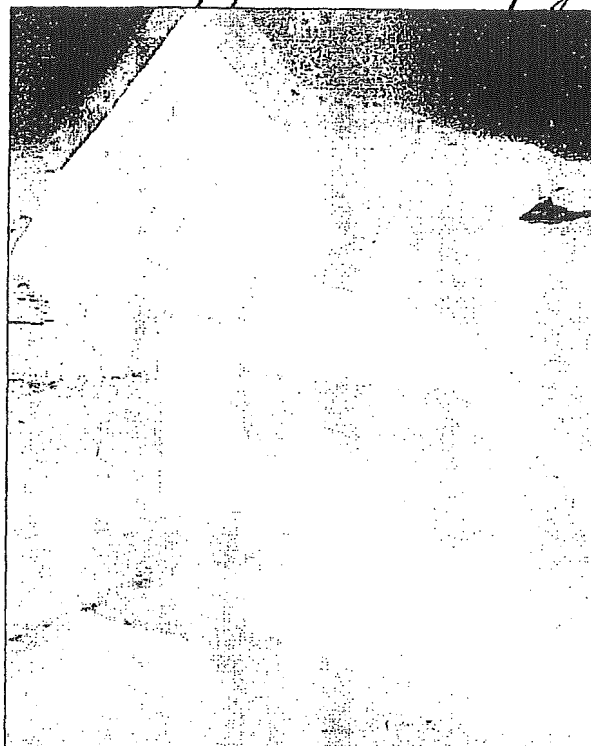
Prior to Any Patient Contact

Identify the patient using 2 unique identifiers such as:

- Name
- Date of Birth
- MRN
- Last 4 numbers of Social Security Number
- Phone Number
- Address

Actively engage the patient in the identification process

- Ask the patient to tell you their name and Date of Birth
- Be sure identification bands are legible
- Use picture identification, (i.e. drivers license)

**IT COULD BE A MATTER OF LIFE OR DEATH****Do not use Penn Blue Cards as a form of ID verification.**

Correct Patient Correct Procedure

Verify all tests, treatments and procedures with the patient/designee

- Ask patient/designee for the reason for the encounter
- Be sure diagnostic studies are checked for correct patient ID
- Be sure consent is completed accurately and legibly

The Johns Hopkins Hospital Patient Bill of Rights & Responsibilities

As a patient at The Johns Hopkins Hospital, we want you to be well informed, participate in your treatment choices, and communicate openly with your healthcare team. As a patient and as a partner, we want you to know your rights as well as your responsibilities during your stay at our hospital.

1. You have the right to receive considerate, respectful, and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, or disabilities.
2. You have the right to be addressed by your proper name and to be told the names of the doctors, nurses, and other healthcare team members involved in your care.
3. You have the right to be informed by your doctor about your diagnosis, as well as the benefits and risks of each treatment and expected outcome. You have the right to give written informed consent before any non-emergency procedure or treatment begins.
4. You have the right to be informed about pain and pain relief measures and to actively participate in your pain management plan.
5. You have the right to be free from restraints and seclusion in any form that is not medically required.
6. You can expect full consideration of your privacy and confidentiality in care discussions, examinations, and treatments. The presence of a chaperone during any type of examination may be requested.
7. You have the right to actively participate in decisions regarding your medical care, including the right to refuse treatment to the extent permitted by law and to be advised of the medical consequences of your refusal. If you choose to leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.

You have the right to agree to, or refuse to, take part in medical research studies. You may at any time withdraw from a study and it will not affect your usual medical care.

You have the right to sign language or foreign language interpreter services. We will provide an interpreter as needed.

8. You have the right to make an advance directive, such as a living will, and appoint someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and assistance to complete one.

You have the right to be involved in your discharge plan. Prior to your discharge from the hospital you can expect to receive information about follow-up care that may be needed after you are discharged.

You can expect that all communications and records pertaining to your care are confidential, unless disclosure is permitted by law. You have the right to review or obtain a copy of your medical records and have the information explained, if needed. You may add information to your medical record by contacting the Medical Records Department.

13. You have the right to receive detailed information about your hospital and physician charges.
14. You have the right to voice your concerns about the care or services you receive. If you have a problem or complaint, you may talk with your doctor, Nurse Manager, or a Department Manager. You may also contact a Patient Representative to assist you with your concerns by calling 410-955-2273.

If your concern is not resolved to your satisfaction, you have the right to request a review by the Maryland Department of Health & Hygiene, Office of Health Care Quality, Hospital Complaint Unit, Spring Grove Hospital Center, Bland Bryant Building, Catonsville, Maryland 21228, 410-402-8016.

15. Following discussion with your healthcare team, if you need to discuss an ethical issue related to your care, a member of the Ethics Service is available on beeper at all times. To reach a member, dial 410-283-6104. After three beeps, enter your phone number and then the pound sign (#). An Ethics Service member will return your call.
16. Chaplains are available to assist you with your religious and spiritual needs or to contact your own clergy. A chaplain can be reached at 410-955-5842 between 8:00 a.m. and 5:00 p.m. weekdays. At other times please ask your nurse to contact the chaplain on call.

Patient Responsibilities

1. You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, social security number, insurance carrier, and employer when it is required.
2. You should provide the hospital or your doctor with a copy of your Advance Directive if you have one.
3. You are expected to provide complete and accurate information about your health; including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health.
4. You are responsible for asking questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor.
5. You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
6. Please leave valuables at home and only bring necessary personal items for your hospital stay.
7. You are expected to treat all hospital staff, other patients, and visitors with courtesy and respect; abide by all hospital rules and safety regulations; be considerate of noise levels, privacy, and number of visitors, and comply with the "NO SMOKING" policy.
8. You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
9. You have the responsibility to keep appointments, be on time for appointments, or to call your healthcare provider if you cannot keep your appointments.



THE JOHNS HOPKINS HOSPITAL

Patient Bill of Rights & Responsibilities

Patient Bill of Rights & Responsibilities

As a health care facility within the University of Pennsylvania Health System (UHS), we are committed to delivering quality medical care to you, our patient, and to making your stay as pleasant as possible. The following "Statement of Patient's Rights," endorsed by the administration and staff of this facility, applies to all patients. In the event that you are unable to exercise these rights on your own behalf, then these rights are applicable to your designated/legal representative. As it is our goal to provide medical care that is effective and considerate within our capacity, mission, and philosophy, applicable law and regulation, we submit these to you as a statement of our policy.

STATEMENT OF PATIENT'S RIGHTS

You have the right to respectful care given by competent personnel which reflects consideration of your personal value and belief systems and which optimizes your comfort and dignity.

You have the right to know what hospital policies, rules, and regulations apply to your conduct as a patient.

You have the right to expect emergency procedures to be implemented without unnecessary delay.

You have the right to good quality care and high professional standards that are continually maintained and reviewed.

You have the right to expect good management techniques to be implemented within this health care facility considering effective use of your time and to avoid your personal discomfort.

You have the right to have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.

You have the right to medical and nursing services without discrimination based upon race, color, religion, gender, sexual preference, handicap, national origin, or source of payment.

You have the right to appropriate assessment and management of pain.

You have the right, in collaboration with your physician, to make decisions involving your health care. This right applies to the family and/or guardian of neonates, children, and adolescents.

While this health care facility recognizes your right to participate in your care and treatment to the fullest extent possible, there are circumstances under which you may be unable to do so. In these situations (e.g., if you have been adjudicated incompetent in accordance with law, are found by your physician to be medically incapable of understanding the proposed treatment or procedure, are unable to communicate your wishes regarding treatment, or are an unemancipated minor) your rights are to be exercised, to the extent permitted by law, by your designated representative or other legally designated person.

You have the right to make decisions regarding the withholding of resuscitative services or the foregoing of or the withdrawal of life-sustaining treatment within the limits of the law and the policies of this institution.

You have the right, upon request, to be given the name of your attending physician, the names of all other physicians or practitioners directly participating in your care, and the names and professional status of other health care personnel, including medical students, residents or other trainees, having direct contact with you.

You have the right to every consideration of privacy concerning your medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly giving reasonable visual and auditory privacy when possible. This includes the right, if requested, to have someone present while physical examinations, treatments, or procedures are being performed, as long as they do not interfere with diagnostic procedures or treatments. This also includes the right to request a room transfer if another patient or a visitor in the room is unreasonably disturbing you and if another room equally suitable for your care needs is available.

You have the right to receive care in a safe setting, and be free from all forms of abuse and harassment.

You have the right to have all information, including records, pertaining to your medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.

You have the right to be free from restraint and seclusion not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff.

You have the right to have your medical record read only by individuals directly involved in your care, by individuals monitoring the quality of your care, or by individuals authorized by law or regulation. You or your designated/legal representative, upon request, will have access to all information contained in your medical records, unless access is specifically restricted by the attending physician for medical reasons.

You have the right to be communicated with in a manner that is clear, concise and understandable. If you do not speak English, you should have access, where possible, to an interpreter.

You have the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable that such information be given to you, the information shall be given on your behalf to your designated/legal representative.

Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.

You have the right to access protective services.

You have the right to not be involved in any experimental, research, donor program, or educational activities unless you have, or your designated/legal representative has, given informed consent prior to the actual participation in such a program. You, or your designated/legal representative may, at any time, refuse to continue in any such program to which informed consent has previously been given.

You have the right to accept medical care or to refuse any drugs, treatment, or procedure offered by the

institution, to the extent permitted by law, and a physician shall inform you of the medical consequences of such refusal.

You have the right to participate in the consideration of ethical issues surrounding your care, within the framework established by this organization to consider such issues.

You have the right to formulate an "advance directive," or to appoint a surrogate to make health care decisions on your behalf. These decisions will be honored by this facility and its health care professionals within the limits of the law and this organization's mission, values and philosophy. If applicable, you are responsible for providing a copy of your "advance directive" to the facility or caregiver.

You are not required to have or complete an "advance directive" in order to receive care and treatment in this facility.

You have the right to assistance in obtaining consultation with another physician at your request and expense.

When this facility cannot meet the request or need for care because of a conflict with our mission or philosophy or incapacity to meet your needs or request, you may be transferred to another facility when medically permissible. Such a transfer should be made only after you or your designated/legal representative have received complete information and explanation concerning the need for, and alternatives to, such a transfer. The transfer must be acceptable to the other institution.

You have the right to examine and receive a detailed explanation of your bill.

You have the right to full information and counseling on the availability of known financial resources for your health care.

You have the right to expect that the health care facility will provide a mechanism whereby you are informed upon discharge of continuing health care requirements following discharge and the means for meeting them.



You cannot be denied the right of access to an individual or agency who is authorized to act on your behalf to assert or protect the rights set out in this section.

Information regarding your rights as a patient should be provided to you during the admissions process or at the earliest possible appropriate moment during the course of your hospitalization.

You have the right, without retribution, to voice complaints regarding your care, to have those complaints reviewed, and, when possible, resolved.

If you or a family member thinks that a complaint or grievance remains unresolved, through the hospital process (see further information below) you also have the right to contact the Division of Active and Ambulatory Care, PA Department of Health, P.O. Box 90, Health and Welfare Building, Harrisburg, PA 17180-0090, (800) 254-5164.

STATEMENT OF PATIENT'S RESPONSIBILITIES

As a patient, you should act in accord with UPHS policies, rules, and regulations and assume responsibility for the following:

This health care facility expects that you or your designated/legal representative will provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, "advance directives," and other matters relating to your health history or care in order for you to receive effective medical treatment.

In addition, you are responsible for reporting whether you clearly comprehend a contemplated course of action and what is expected of you.

It is expected that you will cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood.

You are expected to be considerate of other patients and health care personnel, to assist in the control of noise and visitors in your room, and to observe the smoking policy of this institution. You are also expected to be respectful of the property of other persons and the property of the health system.

In order to facilitate your care and the efforts of the health care personnel, you are expected to help the physicians, nurses, and allied medical personnel in their efforts to care for you by following their instructions and medical orders.

Duly authorized members of your family or designated/legal representative are expected to be available to UPHS personnel for review of your treatment in the event you are unable to properly communicate with your health caregivers.

It is understood that you assume the financial responsibility of paying for all services rendered either through third-party payers (your insurance company) or being personally responsible for payment for any services which are not covered by your insurance policies.

It is expected that you will not take drugs which have not been prescribed by your attending physician and administered by appropriate staff and that you will not consume or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay and/or visit.

Garry L. Scheib
Executive Director,
Hospital of the University of Pennsylvania

Michele M. Voipe
Executive Director,
Presbyterian Medical Center

Douglas E. Hanson
Executive Director,
Clinical Practices of the University of Pennsylvania

◆ **FOR FURTHER INFORMATION**
If you have questions, problems, or unmet needs, please let us know. If you would like further clarification of the "Patient Bill of Rights and Responsibilities" as they pertain to you, please contact:

At the Hospital of the University of Pennsylvania
Patient and Guest Services Department
3400 Spruce Street
Ground Raydn
Philadelphia PA 19104
215 662 7378

At Presbyterian Medical Center
Hospital Administration
51 N. 39 Street
One Wright-Saunders
Philadelphia PA 19104
215 662 9100

This document was developed in part by the Hospital Association of Pennsylvania in collaboration with:
-The Joint Commission and Accreditation of Health Care Organizations

患者としての 権利宣言

患者の権利
ニューヨーク州病院法第405.7節

ニューヨーク州内の病院の患者として、あなたには以下の権利が付与されています。

- これらの権利をよく理解し、行使して下さい。もし何らかの理由でこれらの権利が理解できないか、助けが必要なときは、通訳などの援助を受けることができます。
- 人種、肌の色、宗教、性別、国籍、身体障害の有無、性的志向、支払い方法を理由に差別を受けることなく、治療をしてもらう権利があります。
- 不必要な制約を受けることなく、清潔で安全な環境で、丁寧かつ思いやりのある看護を受ける権利があります。
- 必要な救急処置を受ける権利があります。
- 病院であなたを担当する医師の名前と地位を知る権利があります。
- あなたの看護に携わる病院内のスタッフの名前、地位、職能を知る権利があります。また、彼等の治療、検査や監視を断れる権利があります。
- 禁煙室をもらう権利があります。
- あなたの診断、治療、予後について完全に知る権利があります。
- 提案された治療や処置を十分に理解した上で同意できるよう、全ての情報を受ける権利があります。この中には、受ける治療や処置にはどのような危険があるかは効果があるか、ということも含まれています。
- 蘇生不要の命令を出すために、事情を十分に知った上で同意するための必要にして不完全な情報を受け取る権利があります。また、患者ができる者を指名する権利があります。更に詳しい情報が必要の場合は、病院からパンフレット（蘇生不要の場合）がご家族への手引き）を貰うことができます。
- 治療を拒否することにより、患者の身体にどんな影響があるかを知る権利があります。
- 医学研究に参加することを拒否する権利と、参加の賛否を決めるための、全面的な説明を受ける権利があります。

ベスエスラエル・ヘルステアスナムは創設当初から良質の医療を基本方針としてきました。当病院スタッフは患者の身体的、感情的、精神的なニーズに応えるよう常に心がけています。このパンフレットではNY州保健衛生局により定められた患者の権利法の中から、医療の質に関する基本的事項をご案内します。

13. あなたの入院中のプライバシーを守り、あなたの治療に関する情報や記録の機密を保つてもらえる権利があります。
14. 入院中の治療や退院の時期を決めるに当たり、事情をよく知らされた上で、あなたがこの決定に参画する権利があります。病院側は、退院時期に関し文書で説明をしなければなりませんし、また退院願いの出し方に関する説明書を配布しなければなりません。
15. 自分の診療の記録については無料で見、必要ならば然るべき料金を払ってコピーをもらう権利があります。病院側では料金の払えない人にもコピーを与えなければなりません。
16. 詳細な請求書を受け取り、各項目について説明を受ける権利があります。
17. 報復を恐れることなく、受けている看護や治療について苦情を申し立て、病院の回答を、必要なら文書で、もらう権利があります。病院の回答に不満の場合には、ニューヨーク州の保健衛生局 (New York State Health Department) に苦情をもちこむこともできます。病院は患者に保健衛生局の電話番号を教えなければなりません。
18. あなたの確実に訪問者を受け付けられる範囲での優先権を、家族とその他の人々に承認する権利があります。

患者の遵守事項

この項は、病院及び患者の双方がお互いに尊敬し、協力し合うことが良質の医療サービスにつながるものであることをお知らせするものです。

ベス イスラエル・メデイカル・センターでは、患者として次の事項を遵守してください。

1. 自身の健康状態に関して、既往歴、入院歴、投薬歴その他必要事項につき、正確かつ完全な情報を病院に伝えること。
2. 現在受けている治療、あるいはこれから受けようとする治療に関し、理解できない場合は、その旨を医師又は看護婦に知らせること。
3. 症状に変化があった場合、または治療中に問題が発生した場合は、医師や看護に知らせること。
4. 入院中、退院後を問わず、医師の指示による治療法に従うこと。
5. 保険その他支払い方法について病院に正確な情報を伝えること。請求書を受領したら、速やかに支払いを行なうこと。
6. 入院中、必要な場合、病院内の別の部屋や階に移動を願うこともあります。その際は予めご不便をご了承願います。
7. 病院内の他の患者やスタッフにも礼儀正しく思いやりある態度で接すること。病院内では酔薬を保ち、病院の調度品、備品は大切に取扱うこと。

8. 病院内での禁煙令に従うこと。

9. 当病院の訪問時間をご承知いただき、来訪者にはその旨を知らせること。

10. 退院日には午前10時までには退室すること。

「患者の権利法」は患者と病院スタッフが相互に円滑なコミュニケーションが図れるように制定されたものです。患者の権利について質問がある場合、または苦情や相談がある場合は下記のいずれかの事務所にお問い合わせください。

- ・ 質問 (または苦情) のある外来の担当管理者
 - ・ 患者相談窓口
- | | |
|---------------|----------------|
| Peirre | (212) 420-3818 |
| Singer | (212) 870-9888 |
| Kings Highway | (718) 951-3005 |
- ・ NY州保健衛生局メトロポリタンエリア事務所
The Metropolitan Area Regional Office of the
NY State Department of Health
平日 8:30 a.m. - 4:45 p.m.
(212) 268-6476
(212) 268-6477

メデイケア加入者のヘルスケアに関するご相談は、ニューヨーク州メデイケア監察委員会 (the Medicare Peer Review Organization for New York State) でも受け付けています。詳しくは次へお問合せください。平日 8:30 a.m. - 4:30 p.m. 電話 800-331-7767

BETH ISRAEL HEALTH CARE SYSTEM

Speak

HELP PREVENT ERRORS IN YOUR CARE

Everyone has a role in making health care safe — physicians, health care executives, nurses and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the health care system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The "Speak Up" program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

To prevent
health care errors,
patients are
urged to ...

SpeakUPSM



Joint Commission
on Accreditation of Healthcare Organizations
www.jcaho.org

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.

- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don't be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).

- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.

- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.

- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.

- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.

- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.

- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.

- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.

- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.

■ Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.

- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.

- If you are given an IV, ask the nurse how long it should take for the liquid to "run out." Tell the nurse if it doesn't seem to be dripping properly (that it is too fast or too slow).

- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.

- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.

- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by JCAHO.

- Ask about the health care organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?

■ If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.

- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.

- Go to Quality Check at www.jcaho.org to find out whether your hospital or other health care organization is accredited.

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your doctor should agree on exactly what will be done during each step of your care.

- Know who will be taking care of you, how long the treatment will last, and how you should feel.

- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.

- Keep copies of your medical records from previous hospitalizations and share them with your health care team. This will give them a more complete picture of your health history.

- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.

- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

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PARTICIPATE IN YOUR HEALTH CARE

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According to an Institute of Medicine report, medical errors kill up to 98,000 people annually. That makes errors a leading cause of death in America.

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Speak Up



Joint Commission
on Accreditation of Healthcare Organizations
www.jcaho.org

Continuum
Health Partners

Continuum Health Partners, Inc.

Beth Israel

University Hospital and
Manhattan Campus for
the Albert Einstein College
of Medicine

**St. Luke's
Roosevelt**

University Hospital of
Columbia University College
of Physicians & Surgeons

**Long Island
College Hospital**

Primary Clinical Teaching
Affiliate of SUNY—
Health Science Center
at Brooklyn

**NY Eye & Ear
Infirmary**

Affiliated Teaching
Hospital of New York
Medical College

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Abington Memorial Hospital



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Patient Safety

Focusing, informing, and partnering for patient safety

Abington Memorial Hospital is dedicated to ensuring that all of our patients receive the highest level of care. By partnering with you, we can better focus on your needs while strengthening our relationship with our patients and their families.

Abington Memorial Hospital is proud to be one of the first hospitals in the area to utilize a computerized system for physicians to order medications and other orders within the hospital. This effort is an enormous step in ensuring patient safety, as medical literature suggests that this change may reduce hospital prescription errors by 40 to 90 percent. By eliminating illegible handwriting, medical errors are reduced, thus improving patient care.

We also have a blame-free safety assurance reporting form for all employees and physicians at Abington Memorial Hospital. The Safety Assurance Report helps the hospital better identify, track and trend areas or systems that may need improvements.

These are just a few steps in a never-ending journey to improve patient safety. Abington Memorial Hospital is committed to deploy other technologies to reduce and prevent medical errors.

- [Medication Tips](#)
- [Taking an Active Role in your Hospital Stay](#)
- [Patient Safety at Abington Memorial Hospital](#)
- [More Patient Safety Information](#)

[TO TOP OF PAGE](#)

MEDICATION TIPS

Educate Before You Medicate.

- Inform your physician or other health care provider about all medications you are currently taking, including prescription medications, over-the-counter medications, dietary/herbal supplements, vitamins, minerals, laxatives, pain relievers, sleeping aids and so on.
- Inform your physician or other health care provider about allergies or any adverse medication reactions you have experienced before taking any new medication.
- Make sure your pharmacy clearly labels the medicine container with its name, dosage, directions for use, storage and expiration date.
- Educate yourself about the medications you take.

At the doctor's office, take notes or bring a family member or friend if necessary to assure your understanding of the medications prescribed to you.

- Keep all medications out of children's reach. Know the poison control number in case of an emergency.

Important Medication Questions Every Patient Should Ask His or Her Doctor.

- What is the name of the medication? Is it the brand name or generic brand?
- How and when am I to take the medicine? For how long? What do I do if I miss a dose?
- What are the side effects of this medication? What do I do if they occur?
- What is the purpose of the medicine? How will I know if it is working?
- What activities, food, or drinks should I avoid while taking this medication?
- How should I store this medicine?
- Is the medicine safe to take with other medicines including over-the-counter medicines, dietary/herbal supplements, vitamins, minerals, laxatives, etc?
- How do I get a refill of the medicine?

[TO TOP OF PAGE](#)

TAKING AN ACTIVE ROLE IN YOUR HOSPITAL STAY

The Admission Process

- Bring a family member, friend or caregiver with you during the hospital admission process.
- Be prepared to share your medical history.
- Bring a list of all medications including dosage and frequency of both prescription and over-the-counter drugs.
- Ask questions about your hospital stay.
- Discuss your preferences in advance. Bring documents regarding advance directives, living wills and durable health care powers of attorney.
- Be prepared and bring along your insurance information.

The Hospital Stay

- Understand your medical condition by speaking to your nurses, physicians and other health care personnel about the care you receive.
- Describe all symptoms and/or pain clearly.
- Understand any new medications that you take during your hospital stay.
- Always request assistance when getting out of bed.
- Speak up if a situation feels unsafe or seems out of the ordinary.
- Remind all caregivers to wash their hands or use alcohol handrinse.

The Discharge Process

- Have a family member, friend or caregiver with you to review your discharge instructions.