

Please Ask...

Our goal at Washington Hospital is to provide patients with safe, high quality medical care.

Research shows that patients and families who are actively involved with their team of doctors, nurses and other healthcare workers have safer care and better outcomes.

Washington Hospital requests that you

Please Ask...

Rapid Response Team

Washington Hospital is dedicated to providing safe, effective patient care.

Washington Hospital has a special team called the Rapid Response Team that assists in evaluating patients if their condition changes.

If you are concerned about your own condition or the condition of a loved one and believe that your/their condition is worsening and you have reported this to the nurse, dial "0" and ask that the Rapid Response Team be called.

Important Contact Phone Numbers

Patient Representative
(510) 791-3400

Spiritual Care Services
(510) 745-6569

Community Health Resource Library
(510) 494-7030

Patient Rights

All patients receive a copy of their patient rights upon admission.

A link highlighting Patient Rights & Responsibilities is available on the Washington Hospital website:
www.whhs.com/community/patient_rights.htm

2000 Mowry Ave., Fremont, CA 94538
(510) 797-1111 • www.whhs.com

PLEASE ASK...



About Your Care



Please Ask... **About Your Medications**

Medication errors are the most common health care mistakes.

- Ask the purpose of the medications you are given and about common side effects.
- If you do not recognize a medication, verify that it is for you.

Please Ask... **About the Plan for Your Care**

- It is important that you understand the care that your doctor is planning. Ask questions and if you still don't understand, ask again.
- Ask about the risks and benefits of any procedure that your doctor recommends.

- Ask for information about your condition. Good sources are your doctor, Washington's Community Health Resource Library and related websites.
- Ask about the kind of care you will need when you leave the hospital.

Please Ask... **About Your Rights and Responsibilities as a Patient**

Your Rights and Responsibilities were provided to you on admission. If you have questions, speak with your caregiver or please call the Compliance department at (510) 791-3400.

Please Ask... **About Your Safety**

Unfortunately, mistakes do happen. You can reduce the chance of errors by asking questions and voicing your concerns.

- Know the time of day you usually receive a medication. If that doesn't happen, please ask.
- Make sure that healthcare workers confirm your identity before administering medication or treatments. If they do not, please ask.
- Expect healthcare workers to introduce themselves and wear a Hospital Identification Badge. If they do not, please ask.

Please Ask... **If Your Caregiver Cleansed His/Her Hands**

Hand cleansing is the most effective way to prevent the spread of infections.

- Your healthcare team should cleanse their hands before caring for you. If you did not see them do this, it is okay to ask them to do so.

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