

“It’s OK to ask”

...at Legacy Health System



Patient Voice



We have a saying at Legacy Health System — “It’s OK to ask.”

That means “It’s OK to ask” questions about your health and your healthcare. “It’s OK to ask” about your medications. “It’s OK to ask” your nurse and doctor about treatments. “It’s OK to ask” for help. “It’s OK to ask” about the results of tests.



“It’s OK to ask” for practically anything.



It’s not only OK, we encourage it. We want you to become a part of the medical team. And it’s important for your health. National studies show that patients who take part in decisions about their healthcare are more likely to have better outcomes. Patients also reduce medical errors by taking part in their care.



“It’s OK” to become involved in your care or that of your family member. “It’s OK” to join the team. “It’s OK” to know what’s happening with your care.

“It’s OK to ask.”

We encourage you to ask

Here are some questions you may consider asking your caregivers:

Have you washed your hands?

Will you wear gloves during my exam?

Can you check my wristband before giving me a medication or administering a medical procedure?

Will this medication cause allergies or adverse reactions?

Can you verify my prescription?

How long should I take my medications?

Do I need to take them with food or water?

What are the side effects?

Is the medicine safe if taken with other medicines or over-the-counter drugs?

Can I have help to the bathroom?

How will the test or treatment ordered help me?

What are the results of my test?

Can you tell me what signs to look for while monitoring my care at home?

How do I get necessary home healthcare equipment and supplies?

Can my caregivers have copies of my records?

“It’s OK to ask”

“It’s OK to ask” your questions

We recognize that excellence in health-care requires a partnership with you—our patient. At Legacy Health System, we encourage you to talk with your physicians, nurses and other caregivers about the care you receive.

Here are some topics to consider:

Family and friends

Patients and their family members who actively participate in healthcare decisions are more likely to have better outcomes.

It’s OK to ask...

- ...staff to involve a family member in aspects of your care and treatment.
- ...staff if they know your designated family spokesperson.
- ...staff to accommodate your cultural preferences.
- ...staff to wear identification badges and introduce themselves to you and your family when they enter your room.

Preventing falls

Patients can prevent falls by asking for help during a hospital stay.

It’s OK to ask...

- ...for help to the bathroom—especially at night.
- ...anyone assisting with your care to clean up spills on the floor.
- ...for a medication assessment to determine if you are at an increased risk for falling.
- ...for a home health safety evaluation to reduce your risk of falling at home.

Infection control

It’s virtually impossible for any place to be free of germs, including hospitals. Patients can help reduce the presence of germs during a hospital stay.

It’s OK to ask...

- ...staff if they have washed their hands to prevent the spread of infections.
- ...staff to wear masks and gloves in special situations like isolation.
- ...family members and others with colds, respiratory conditions or contagious illnesses not to visit the hospital.
- ...that your gown or linens be changed if needed.

Medication safety

Medication errors are the most common healthcare mistakes in U. S. hospitals. Patients can help caregivers increase medication safety.

It's OK to ask...

- ...your nurse to identify you by checking your wristband before giving a medication.
- ...about any allergies or bad reactions you may have to medicines.
- ...how long it should take for the fluid to run out of your IV bag. Tell your nurse if it appears to be dripping too fast or too slowly.
- ...whether the prescriptions you are given after a hospitalization or surgery are different from ones taken before, including dosage changes and new medications.

It's OK to ask...

- ...about the medicines being prescribed:
 - What is its brand name and generic name?
 - What is it used for?
 - How are you supposed to take it and for how long?
 - What are the side effects and what do you do if they occur?
 - Is the medicine safe if taken with other medicines, vitamins, herbal supplements or over-the-counter drugs?
 - Should any food, drinks or activities be avoided while taking the medication?

Elective surgeries

Patients should prepare in advance before coming to the hospital for a scheduled surgery.

It's OK to ask...

- ...your surgeon to discuss their plan with your regular doctor.
- ...how an ordered test or treatment can help you.
- ...your surgeon to mark the surgical site before your procedure.
- ...your surgeon if they want to adjust the dosage or temporarily stop your use of aspirin or a blood thinner prior to surgery.

Home healthcare

Patients have special needs after returning home from a hospital stay.

It's OK to ask...

- ...the hospital to send a copy of your discharge summary to your regular doctor.
- ...whether your prescriptions following hospitalization are different than what you had before.
- ...your doctor about dosage changes or new medications.
- ...about home healthcare equipment (like bed rails and bathroom accessories) if needed.

If you have concerns about patient care in any Legacy hospital, we encourage you to contact the Patient Relations department at your location.

Legacy Emanuel Hospital

503-413-1790

Legacy Good Samaritan Hospital

503-413-7408

Legacy Meridian Park Hospital

503-692-2182

Legacy Mount Hood Medical Center

503-674-1193

Legacy Salmon Creek Hospital

360-487-2496

If the concerns cannot be resolved through the hospital, you may also contact the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) at 1-800-994-6610.

Legacy Health System



Legacy Health System, a non-profit organization, includes Emanuel Hospital & Health Center, Emanuel Children's Hospital, Good Samaritan Hospital & Medical Center, Meridian Park Hospital, Mount Hood Medical Center, Salmon Creek Hospital, Legacy Clinics and CareMark/Managed HealthCare Northwest PPO. ©2006

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