

## Patient Safety Program

For questions about  
your health care, call  
785.532.6544



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# Patient Safety Program

**6 Steps to Safer Health Care**



**Improve Your  
Health Care by  
Taking an Active  
Role In It...**

# 6 Steps to Improve the Quality of Your Health Care...

## 1 Participate in every decision about your health care.

You have every right to ask questions and to get answers that you can understand. Ask a relative or friend to come along if you think you will have difficulty talking with your healthcare provider about your condition. Follow the treatment plan you and your provider agree upon. Report anything unusual.



## 2 Tell your healthcare provider about all medicines you take and about any allergies or reactions you have had to medications.

Keep a record of all medicines, vitamins, herbal supplements or other substances you use. Share this list at all appointments with ALL your healthcare providers, including the pharmacist. When your healthcare provider writes a prescription,

ask what the medicine does, what the side effects of the medication are, and about any possible interactions between drugs. Know when and how to take your medication and what side effects you may experience. Your pharmacist or provider can give you this information. Your pharmacist can check for interactions between drugs and other substances when they know exactly what you are taking.



## 3 Keep track of your medical history and communicate it to your healthcare team.

Write down your medical history including any medical conditions you have, illnesses, immunizations, allergies, hospitalizations, all medicines and dietary supplements, and any reactions or sensitivities you have had. Share your health history and up-to-date information about your care with everyone who is treating you.



## 4 Talk openly with your healthcare provider and healthcare team about your options.

Speak with your healthcare provider about what is best for you. Before you leave, make sure you understand what you should and should not do at home, what new medicines you are taking, and when you need to return for follow-up care.

## 5 Do not assume that no news is good news when you have a test or procedure.

Ask your doctor or nurse about when and how you will get the results of any tests or procedures you have had performed. If you do not get the results when expected in person, on the phone, or in the mail—contact your healthcare provider and ask about them. Remember that it is okay to ask questions about your care until you are satisfied.

## 6 Wash your hands and don't be afraid to ask others to do the same.

Wash hands before eating, after going to the bathroom, before & after tending to someone who is sick or treating someone, after blowing your nose, coughing, or sneezing. Wash with soap and water for 20 seconds. If soap and water are not available, use alcohol-based gel to clean hands.



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