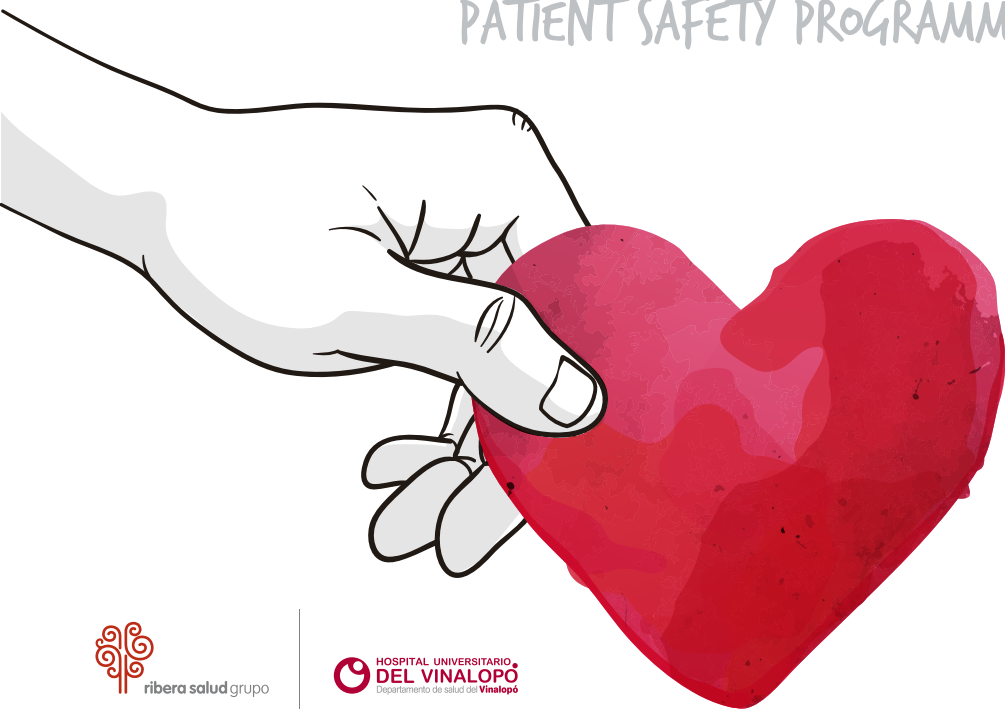


YOUR SAFETY IS OUR PRIORITY

PATIENT SAFETY PROGRAMME



DID YOU KNOW THAT...

When patients play an active role in their healthcare process, the quality of the care provided improves.

To give you a greater role in your healthcare, the following document has been drawn up which highlights the most important issues to bear in mind.

REMEMBER:

Make sure you allow plenty of time to prepare for your visit/care process so you don't forget anything important.

PERSONAL ID

While you are with us we will need you to confirm your identity, so please bring your **SIP card** and/or give us your **full name and date of birth**. If there is any doubt, and to verify your identity, we may ask you to show us your photo ID (DNI, NIE or passport). Please be assured that this is a completely normal security practice at the hospital.



ID BRACELET

If it is necessary for your particular procedure, we will ask you to put on an ID bracelet (only if you are in the Hospital).

ALWAYS CHECK

THAT THE DETAILS ON THE ID BRACELET MATCH YOUR OWN PERSONAL DETAILS. PLEASE LET US KNOW IMMEDIATELY IF THIS IS NOT THE CASE.



STAFF ID

Similarly, all the staff who look after you should **introduce themselves** and be wearing a corporate badge showing their name and professional category.

HAND HYGIENE

All healthcare professionals are required to wash their hands or use a hydroalcoholic solution before conducting any procedure with the patient as this is the best way of preventing infection.



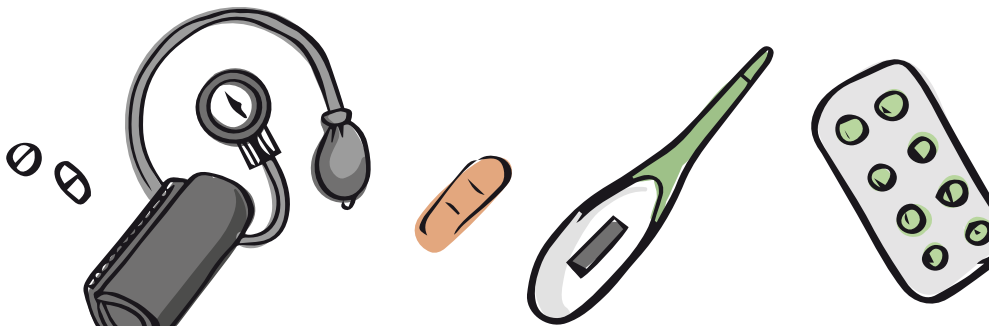
YOU MUST NOTIFY THE HEALTHCARE PERSONNEL OF:



- Any kind of food or medical allergy and/or intolerance you may have.
- Any medication you are currently taking, including vitamin supplements, and whether you are taking any kind of dietary product or herbal remedy.

MAKE SURE THAT:

- You understand what illness or condition you are being treated for.
- You understand what treatment and care you need after being discharged.
- You know where to go if your condition needs any after-care (GP, external clinics, hospital admittance, etc.).
- You are familiar with the symptoms or signs that might indicate you need urgent medical attention.



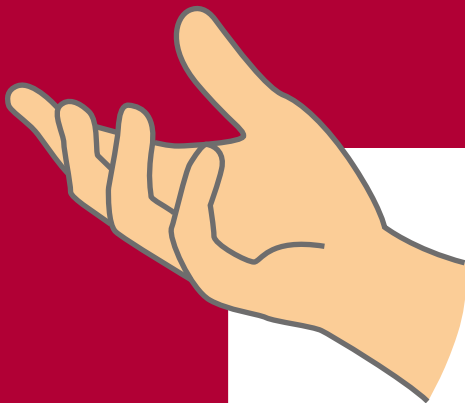
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ribera salud grupo



HOSPITAL UNIVERSITARIO
DEL VINALOPÓ
Departamento de salud del **Vinalopó**



If you have any concerns please let us know, and be sure to ask as many times as necessary until you fully understand any instructions. If necessary, ask us to give you the information in writing.

If you believe we are diverging from the appropriate treatment or there is anything that makes you concerned for your safety, please do not hesitate to make this known to us.

FOR YOUR OWN SAFETY, GET INVOLVED