

Alberta Health Services is committed to partnering with you in providing safe, quality care throughout the health system.



Ask. Listen. Talk.

Safety starts with good communication. Help us keep you safe by practicing good communication:

- **ASK** your health care providers about your health care plan. Find out what you can do to feel better and improve your health.
- **LISTEN** carefully and ask for more information especially if you don't understand. Take notes and bring a friend or family member with you for support.
- **TALK** about your concerns, needs and priorities with your health care providers. Talk about your plan of care, what it means, and what you can expect to occur.

If English is not your first language, and you have difficulty understanding your care team, a translator can be contacted to assist you.

Verify Your Personal Identification

- Verifying patient identification is an important factor in the safe delivery of health care.
- As a safety precaution, we routinely check patient identification to make sure your information matches the medical record. For example, the Patient Registration area may ask for personal