

Patients can play a vital role in making care safe by being aware, informed and actively involved as a member of their health care team.

identification including photo identification, your health care card or other identifying documents.

- Before you receive care or undergo a procedure, we routinely ask you to confirm your identity by stating your full name (first and last) and birth date. We might also ask for your personal identification card or health record to verify your identity. We haven't forgotten who you are. This is a safety precaution.
- Accurate information helps us confirm your identity. Please inform Patient Registration or your health care provider if there are any changes to your name, address, phone number or emergency notification.

Clean Your Hands

- Keeping hands clean is the best thing you can do to prevent the spread of infections.
- Help stop germs by using the alcohol-based hand rubs located throughout the facility or washing your hands thoroughly with soap and water. If you need assistance, ask for help.
- If you aren't sure if your health care provider has cleaned their hands before coming into contact with you, it's okay to ask.
- Remind others to clean their hands, such as your family members, friends or health care providers.

