



SpeakUp™

# Safety at the Hospital

*Your child's health and safety are important to us. You can make a difference in your child's care by asking questions and being actively involved.*

## **What is one of the first things you should do to help prevent errors in the hospital?**

Check your child's identification band. Make sure the information on the band is correct. Make sure care providers check the band and ask your child's name before giving any medicine, test, or treatment. Care providers should also ask for your child's birth date or other identifying information.

## **Your child needs to get an IV. What is this?**

An IV is a way to give medicine directly into the vein. An IV should not be left in any longer than necessary to avoid infection. Ask when the IV will be removed. Tell care providers if the IV area is painful, red, or puffy. Ask care providers if resources (such as Child Life) or medicines are available to help relieve pain or anxiety for your child during IV placement.

## **Here are some tips to help you while your child is in the hospital:**

- All staff should wear an identification badge. Ask to see a badge if you cannot see it.
- Write down information. As an example, write down medicine names, amounts and what they are for. You may also want to save test results, tips, and information from your care provider.
- Immediately tell care providers if your child is in pain. They should check your child regularly for pain.
- Your child may be moved to another floor or department. Check that your child gets the correct medicines and treatments after the move. Alert care providers if you think there is any confusion.
- Ask visitors who are ill to call instead or come back when they are well. Your child can easily catch illnesses.
- Ask if someone can stay overnight with your child. It is important that you or someone you trust be with your child whenever possible to be their advocate.

## **Contact your child's care provider if you have any questions or concerns.**

©The Joint Commission | May be copied and distributed | Department of Corporate Communications