

Patients as Partners in Care:

Speak Up! to help prevent errors in your care

You have the right to express concerns about care and safety while in the hospital. Inside the hospital, you may call Careline (Dial C.A.R.E. [2273]. Outside NMMC, call (662) 377-2273 or visit www.nmhs.net/contact_us.

If concerns cannot be resolved through the hospital, you may contact The Joint Commission at 1-800-994-6610 or by e-mailing complaint@jointcommission.org, and/or if you are a beneficiary of Medicare covered services, you may report any concerns you have to the Quality Improvement Organization (QIO) Information and Quality Healthcare 1-866-775-5897.



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Joint Commission
on Accreditation of Healthcare Organizations
Setting the Standard for Quality in Health Care



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Everyone has a role in making health care safe. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

The “Speak Up” program, sponsored by The Joint Commission, urges patients to get involved in their care. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.

Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right health care professionals. Don’t assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plans.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

Use a hospital, surgery center or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by the Joint Commission.

Participate in all decisions about your treatment. You are the center of the health care team.

Here are some things you need to know about fall prevention and equipment alarms.

Fall Prevention

Sometimes your illness, surgery, medications, bed rest, etc., may cause weakness. Please help us reduce your risk of falling.

- When you get up, always wear non-skid footies or house shoes. Ask for a pair if you did not bring a pair from home.
- If you have been advised not to get up without help, please press your call button for help.
- Press your call button if liquid is spilled on the floor.
- Press your call button if you need items that are not within your reach.
- We may ask that your room door remain open so that we can observe you.
- We may ask family members to stay with you at times for your safety.
- When all other methods have failed, restraints may be used to protect you.

Equipment Alarms

- If your IV pump or other equipment alarms, press your call button. Never try to reset an alarm yourself.
- We may ask that your room door remain open so that our nursing staff can hear an alarm.
- Nothing should cover the alarm to reduce the sound.
- Never disconnect any medical equipment that is sounding an alarm.