



Guide to Patient and Family Engagement in Hospital Quality and Safety

Patient and family engagement is an increasingly important part of hospitals efforts to improve their performance and patient care

Get briefed. Schedule an appointment with your doctor as far in advance of your hospital admission as possible to talk about the drugs and supplements you should start or stop, the dietary changes you should make, and the pre-admission tests you need. Also ask about the medication, tests, and procedures you can expect once you check in, and how long you might have to stay

Assign a helper. Before your hospital admission, ask a friend or family member to help monitor your care, since you might be too ill or distracted to do it on your own. Your hospital helper can assert your needs and preferences, ask questions, record the answers, retain copies of key medical documents, and advocate for you if problems arise. Ideally, your companion should help you during check-in and discharge, and visit daily, especially in the evening and on weekends and holidays

Quit smoking, even temporarily. You won't be allowed to smoke in the hospital anyway, and stopping as long as possible before admission can speed your recovery and reduce the risk of infection and other problems

Hand over your drug list.

Introduce your hospital helper. Make sure someone in authority has his or her name, home, and cell-phone numbers, and e-mail address.



Mobile Phones

The use of cellular phones can cause life support and diagnostic equipment to malfunction.

- Signs throughout the hospital indicate where mobile phones may and may not be used.
- The use of camera / picture phones is prohibited in the hospital.
- The hospital does not accept responsibility for lost or stolen mobile phones.

Visiting Hours

2:00 pm–4.00 pm

All visitors must leave by 4:00 pm

Please check with ward to confirm visiting hours prior to visiting

Diet

On admission, you will be asked about your dietary needs. Once in your ward, you will be offered a daily menu. Some patients, however, may be on a special diet. In general, breakfast is served at 7.00am, lunch at 12.30pm, and tea/dinner from 6.30pm–7.00pm. For health, safety and hygiene reasons , please do not bring food into the hospital.