



Remember: NHB urges you to become involved in your care. With your active participation, we can improve the safety and quality of your healthcare experience.

*A product of the  
Naval Hospital Beaufort  
Patient Safety Committee*

If you have any questions regarding patient safety or the care you receive, please contact the Patient Advocate at (843) 228-5306.

Naval Hospital Beaufort  
1 Pinckney Boulevard  
Beaufort, SC 29902-6148

(843) 228-5600  
DSN 335-5600

If you have any suggestions for improving patient safety, please contact the Patient Safety Specialist at (843) 228-5149.

## NAVAL HOSPITAL BEAUFORT PATIENT SAFETY

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Say when you have questions or concerns

Pay attention

Educate yourself

Ask for an advocate

Know your medications

Use this hospital with confidence

Participate in all decisions

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Naval Hospital Beaufort invites you, our patient, to participate in making your healthcare experience a safe one.

Through research, we know that patients who take part in decisions about their healthcare have better outcomes. Therefore, we encourage you to “SPEAK UP” to help us make your experience a safe, positive one.



Say when you have questions or concerns.

If you don't understand, ask. It's your health and you need to know.

- Know your Primary Care Manager (PCM) as well as the Nurse assisting your PCM. They, in addition to the Corps staff and other support staff, are your Care Team. Your Care Team is dedicated to providing the medical services you need and answer your healthcare questions.
- If you ever think you may have received the wrong medication, tell the Pharmacist or Nurse immediately.

Pay attention to the care you receive, whether inpatient or outpatient. You deserve the right treatment, at the right time, by the right health professional.

- Expect the staff to introduce themselves. Look for their identification badge. If you do not know someone who is going to provide care, ask who he/she is.
- Tell your nurse or doctor if you don't receive a medication, test or referral at the time you should.
- Hand washing is the most important way to prevent infection. If you suspect that a caregiver did not wash his/her hands prior to assisting you, please remind him/her.
- If you have surgery, verify with staff that the correct surgical site is marked before you receive pre-op medication.

Educate yourself about your diagnosis, medical tests and treatment plan.

- Learn about your condition. Good resources include your PCM, the library, reputable internet sites, and community support groups.

- Write down important facts your doctor tells you, or ask for brochures. If you don't remember or don't understand something, ask for clarification.
- Carefully read and understand all documents before you sign them. Your Care Team will explain anything that is unclear to you.
- If you receive home medical equipment, know why, how, and when to use it, before you leave the hospital. Be aware of any safety issues for this equipment (e.g., no smoking when oxygen is in use).

Ask for an advocate; a trusted family member or friend is typically most appropriate.

- Your advocate can ask questions, help you record answers or speak up for you when you are unable.
- This person must know if you have an advanced directive or power-of-attorney.
- When you are discharged from the hospital, the advocate needs to understand your home care needs and who to contact if your condition changes.

Know your medications and why you take them.

- Tell your Care Team about any medication allergies (or negative reactions).
- Ask your PCM what each new medication does, how quickly it takes effect and how it might make you feel.
- Ensure your prescription is filled correctly (e.g., right medicine, right dose, etc.).

- Read the information provided by the Pharmacy and ask when you have questions.
- Do not run out of medicine. Call the nurse or the Automated Refill Line (843-228-5402) to reorder your medicine when you have 3 - 4 days left. If you run out of a maintenance medication, tell the Pharmacy staff; they can usually arrange for an emergency supply until your PCM writes a new prescription.

Use this hospital with confidence. This hospital and its affiliates undergo rigorous, on-site evaluations based upon well-established, state-of-the-art quality and safety standards.

- All network providers' credentials are verified. If you ever have any questions about a provider or facility, contact TRICARE at (843) 525-9415.
- If you are going out of town, TRICARE can also tell you about providers in that area.

Participate in all decisions about your treatment. You are the *center* of the Care Team.

- You and your PCM need to agree on your plan of care.
- Know who will provide treatment, how long treatment should last and what to expect as a result of the treatment.
- If you are unsure about the nature of your illness or your treatment options, ask for a second opinion. The more information you have about available options, the more confidence you will have with your healthcare decisions.