

# Speak Up™ About Your Care

We want to partner with you and encourage you to Speak Up about your care or be advocates for your child and loved ones.



## Speak up:

- If you don't understand something or if something doesn't seem right.
- If you would like an interpreter in your preferred language.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you aren't getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.



## Pay attention:

- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- It's OK to ask doctors, nurses and staff to wash their hands.



## Educate yourself:

- So you can make well-informed decisions about your care.
- Find out if you are a fall risk and learn how to prevent a fall.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.



## Advocates (family members and friends) can help:

- Give advice and support — while respecting your decisions about the care you want.
- Ask questions, and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.



## Know about your new medicine:

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it's for you.
- Ask how long it will take the IV to run out.



## **Use quality health care organizations like MemorialCare's Long Beach Medical Center and Miller Children's & Women's that:**

- Have experience taking care of people with your condition.
- Have doctors that use the best care for your condition.
- Are accredited, meaning meets certain quality standards.
- Have a culture that values people, safety, and quality and works every day to improve care.



## **Participate in all decisions about your care:**

- Discuss each step of your care with your doctor, nurse and health care team.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your health care team.
- Speak with your care team about different ways to help manage your pain.