



## **“Speak Up and Be A Part of Your Care”**



**Welcome to Gateway Medical Center. It is a pleasure to serve your healthcare needs. At Gateway, we want to work with you in planning and providing quality care in a safe setting.**

### **Our Commitment to You Includes:**

- Care by competent and qualified staff.
- Giving you information to help you and your family to make decisions about your health care.
- The right to know who is caring for you. Staff should introduce themselves when they greet you.
- The right to be correctly identified. Staff should check your armband before caring for you or giving you a medication.
- Staff that monitors the inside and outside of the building.
- Staff who are willing to listen and respond to any concerns you may have.

### **Things You Can Do to Help:**

**Speak up** if you have any questions or concerns.

- If you don't understand, please ask questions.
- Don't be afraid to ask about your safety.

**Pay attention** to the care you or your loved one receives.

- Tell your caregiver if something doesn't seem right.
- Make sure all staff members check your armband and call you by your name before giving you any medications, treatments or procedures.

**Educate yourself** about your treatment, care or service.

- Don't be afraid to ask questions.
- Please provide us with correct information about your disease or problems.

**Ask a family member or friend** to speak for you if necessary.

- They can help remember answers to questions you may have asked.

**Know what medications** you take and why.

- Let staff know if you are in pain and let them know when your pain is relieved.
- If you are taking several medications ask your doctor or pharmacist if there could be any interaction.
- If you don't recognize the medication, ask if this is for you.

**Use a health care facility** that has undergone a strict on-site survey, such as Joint Commission.

- Gateway Health System is Joint Commission surveyed and accredited.

**Play a part** in all decisions about your treatment, care or service.

- You and your direct care providers should agree on exactly what will be done during your care.
- Know who will be taking care of you, how long the treatment lasts and what you can expect to happen.