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[RidgeviewMedical.org](https://www.RidgeviewMedical.org)

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**YOUR SAFETY IS
OUR #1 PRIORITY**

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Everyone has a role in making health care safe. Our staff is committed to safety as a top priority, and you can play an active role in your health care, too.



BE PREPARED TO PROVIDE INFORMATION ABOUT YOU

- + Information about allergies, including medication, food or others
- + List of current medications and dose, including over-the-counter and herbal preparations
- + Your complete health history
- + Copy of your advance directive or living will
- + Any other information you feel is pertinent to your care
- + Your name and birth date (required before you receive medications or treatments)

KNOW ABOUT YOUR CAREGIVER

- + Your caregiver's name and title
- + How to contact your caregiver if you need assistance
- + Whom to contact following discharge if you should have questions

UNDERSTAND YOUR CARE

- + The purpose, dose and side effects of your medications
- + The purpose of all tests and procedures being performed
- + The reason for and the type of surgical procedure being performed
- + The instructions that you receive when you are discharged

YOUR EXPERIENCE MATTERS

Arrange for a family member or anyone of your choosing to speak to your physician, nurse or caregiver if needed.

VOICE YOUR CONCERNS

We encourage patients and families to voice any concerns to a member of their health care team (nurse, doctor or manager of the unit). **Condition H, or Condition Help, is a nationwide initiative to encourage families to voice serious concerns about the care of a loved one or friend.** Anyone can initiate a Condition H. When it happens, a nursing supervisor will come to the patient's room to evaluate the situation and take appropriate action.

WHEN TO CALL CONDITION H

- + If, after speaking with a member of your health care team, you continue to have serious concerns.
- + There is a noticeable change in the patient and you feel that this change is not recognized.

HOW TO ACCESS CONDITION H

- + Please dial "0"
- + State, "I am requesting Condition H in Room ____."
- + The operator will activate a Condition H.

If you are concerned, we are, too.

If you have any questions or concerns about Ridgeview's Patient Safety Program, contact Ridgeview Administration at 952.777.4148.