



مؤسسة الرعاية الصحية الأولية
PRIMARY HEALTH CARE CORPORATION

Safer care together

Join us to improve your safety

Your voice matters, speak up!



V4 July 2019

Guidelines on your involvement in your care

Risk Management & Patient Safety Department



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For more information, visit our website www.phcc.qa

Our Commitment to satisfaction

Patient safety is our top priority to provide best and safest care.

We welcome your feedback about your experience as a patient at our health centers. Please share it with the customer services representative or a member of staff.

You may also send comments via e-mail to customerservice@phcc.gov.qa



Together we can ensure safety

PATIENT SAFETY STARTS WITH YOU

When visiting your health center we want you to be the most important member of your health care team. We want to hear from you!



1. How are we doing?
2. How can we provide better care for you?

Your input will help us to improve our service and provide a safe healthcare environment for everyone.

Feel comfortable and ask questions about anything you don't understand.



Be a part of our
safety team and be
our safety inspector

Here are some tips to become a **safety inspector during the care:**

Bring a friend or family member

- Always try to bring a family member or friend with you during consultation or treatment for support.
- Ask that person to assist you to know everything that is happening to you.
- Ask them to speak up if they notice something unusual or confusing.



Know your service/healthcare provider

- Look for ID badges - every staff member must wear one.
- Don't be afraid to ask staff his/her name and title, if he/she is not wearing an ID badge.
- If you feel uncomfortable to be treated with a staff without an ID badge, please let the staff or the incharge know about it.



Make sure you are the right person

- Staff must identify you before they provide you any treatment or procedure .
- **Staff should use three ways of identification every time:**
 1. Complete name
 2. Health Card number
 3. Date of birth



- If your caregiver does not perform the identification, please remind them to do so. Kindly cooperate with the staff in properly identifying you by answering their questions.



Make sure staff wash their hands

- All staff are required to wash their hands before and after touching you or providing you any care. This is a way of preventing and controlling any infections.
- Make sure you see the staff wash their hands before and after treating you.
- If they don't, please ask them to do so.



Pay Attention

- Watch what is happening in the room around you.
- Know what is happening to you.
- Ask, If you don't know and Please ask again, If you are still not clear.



Know about your care

- Agree with your doctor on exactly what will happen to you when you seek medical advice.
- Know the details of treatment or procedure.
- Know how long treatment or procedure will last.
- Know the outcome/effects of the treatment or procedure.
- Don't be embarrassed to point out something that seems wrong.



Avoid unnecessary exposure to radiation

- Discuss the need for an X-ray with your physician when a new test is requested.
- Keep number of examinations to a minimum.
- Make sure to wear a lead apron for your safety when you are the patient or guardian.
- Make sure to hold your child during an X-ray examination to prevent repeated exposures.
- Before having an X-ray, always inform if there is any possibility of pregnancy.
- Ensure that the correct site, side or organ is X-rayed.



Know Your Medications

- Ask the reason of prescription for your medications.
- Ask your pharmacist, if any medication looks unfamiliar to you.
- Get written information about your prescription, and read it.
- Ask the pharmacist if you need counselling on medication details (frequency, dosage, etc).
- Check your medications before you leave the pharmacy.



Patient safety is our top priority

If you notice that something went wrong or if there was an unintentional harm (wrong medication dose, expired medication etc.) during your care or your family's care:

1. Seek explanation from us.
2. Report the incident to patientsafety@phcc.gov.qa
3. Expect from the care team explanation and adjustment of care plan as needed
4. Expect clinical or emotional support to ensure your safety
5. Share ideas, concerns and suggestions for improvement

