

# I.D. MIE

## EVERY TIME

We will always ask for two kinds of client identification before providing any service or care. This practice ensures the right client always receives the right service, procedure or medication every time.



## About Holland Bloorview Kids Rehabilitation Hospital

Holland Bloorview Kids Rehabilitation Hospital is Canada's largest children's rehabilitation hospital focused on improving the lives of kids with disabilities.

Holland Bloorview is a global leader in applied research, teaching and learning, and client and family centred care.

We are a provincial resource transforming care for children with cerebral palsy, acquired brain injury including concussion, muscular dystrophy, amputation, epilepsy, spina bifida, arthritis, cleft-lip and palate, autism and other physical and developmental disabilities.

Our vision is to create a world of possibility for kids with disability.



## Understanding your role in safety: Clients and families

Child Development Program



### Holland Bloorview Kids Rehabilitation Hospital

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## Holland Bloorview

### Kids Rehabilitation Hospital

Your safety is a top priority at Holland Bloorview.

Follow these tips to help create a safe environment for you, your family and everyone else at the hospital.

## Hand washing

Cleaning your hands will reduce the spread of germs and infections.

- Use hand sanitizer or wash your hands with soap and water when you enter the hospital and client rooms, before and after you eat, after using the washroom and after coughing or sneezing.
- Allow your hands to dry after sanitizing them before you touch anything.
- If you are sick call the clinic as you may need to rebook your appointment.
- Ask your health care provider if they have sanitized or washed their hands.

## Preventing falls

- Report to your clinician if you/your child is at risk of falling. Discuss what strategies you can use to prevent falls before your first session.
- Supervise your child in waiting rooms and clinic rooms.
- Ensure you/your child has appropriate footwear for their therapy session.
- Report unsafe conditions and any incidents to staff.



## Medication safety

Your medication safety is a top priority of Holland Bloorview. Follow these tips to prevent medication errors.

- Bring an up-to date list of your/your child's current medication to every visit, including over-the-counter and herbal remedies.
- Medication Reconciliation is completed at each visit in medical clinics. Medication Reconciliation is an effective way to inform your health care team about the medications your child is taking.
- Ask questions about the medications and why they are being prescribed to you/your child.
- Holland Bloorview recommends using one pharmacy to fill all prescriptions. This ensures that your community pharmacist knows about all prescriptions.



Clients and family members can help prevent medication errors.

## Client identification

All members of your health care team will be asking you/your child for two forms of identification at each visit, whether it is your first visit or you visit many times each year. Identification can include: name, birthday, telephone number, home address, health card number.

This helps ensure you/your child receives the right service, the right therapy, every time.

## Speak up

Holland Bloorview is committed to making the health care your child receives safe, if you have any concerns, please speak with a member of your child's health care team, or ask to speak with the manager of patient safety.

**For any questions or concerns please contact the manager of patient safety at 416-425-6220 ext. 6235.**

