

Working Together



to Make Healthcare Better



To improve quality of care, patients are urged to...

Speak UP

- ✓ **SPEAK UP** if you have questions or concerns. If you still do not understand, ask again. It's your body, and you have a right to know.
- ✓ **PAY ATTENTION** to the care you receive. Don't assume anything.
- ✓ **EDUCATE YOURSELF** about your illness. Learn about your medical tests and your treatment plan.
- ✓ **ASK A TRUSTED FAMILY MEMBER** or friend to be your advocate (advisor or supporter).
- ✓ **KNOW WHAT MEDICINES** you take and why you take them. Medicine errors are the most common healthcare mistakes.
- ✓ **USE** a hospital that has been carefully checked out by the Joint Commission, which makes sure hospitals are meeting quality standards.
- ✓ **PARTICIPATE** in all decisions about your treatment. You are the center of the healthcare team.

Content for this poster is provided by the Joint Commission.