

# *Patients as Partners in Care:*

**Help prevent  
errors  
in your  
surgical  
care**

You have the right to express concerns about care and safety while in the hospital. Inside the hospital, you may call Careline (Dial C.A.R.E. [2273]. Outside NMMC, call (662) 377-2273 or visit [www.nmhs.net/contact\\_us](http://www.nmhs.net/contact_us).

If concerns cannot be resolved through the hospital, you may contact The Joint Commission at 1-800-994-6610 or by e-mailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org), and/or if you are a beneficiary of Medicare covered services, you may report any concerns you have to the Quality Improvement Organization (QIO) Information and Quality Healthcare 1-866-775-5897.



**NORTH MISSISSIPPI  
MEDICAL CENTER**



**Joint Commission**  
*on Accreditation of Healthcare Organizations*  
*Setting the Standard for Quality in Health Care*



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You can play a vital role in making your surgery safe by becoming an active, involved and informed member of your health care team. Here's what you can do to help make your surgery safe.

## Before you arrive...

- Check with your doctor to see whether there are any prescription or non-prescription medications that you should avoid taking or stop taking temporarily before your surgery.
- Check with your doctor about what you can or can't eat or drink before your surgery.
- Write down your questions or concerns instead of trying to remember them.
- Make arrangements with a responsible family member or friend for transportation to and from the hospital or medical facility.
- Ask a family member or friend to be with you in the hospital or medical facility. This person can serve as your spokesperson and help to ensure your comfort and safety.
- Before leaving your home, shower and wash your hair, and remove any nail polish (fingers and toes). Also, do not wear makeup. The skin and nails provide important signs of blood circulation.
- It is a good idea to leave any items of value, such as jewelry, at home.

## At the hospital or medical facility...

- You will be asked to sign an informed consent form.

- For your safety the staff responsible for your care will verify who you are, what kind of surgery you are having, and the expected part of your body on which surgery is to be performed.
- Before going to the pre-operative area, you must remove any hairpins, jewelry, dentures, contact lenses and glasses.
- Depending on the type of surgery you are having, a doctor may mark the correct location on your body.
- Ask your doctor if he or she plans to take a "time out" with the surgical team just before beginning your surgery. During the time out, the members of the health care team assure themselves that they are performing the correct surgery at the correct site and on the correct person.

## In the recovery room...

- After your surgery, your doctor or nurse will ask about any pain you may have and provide necessary relief through medication and other methods.

## Prior to discharge...

- Remember to follow up with your doctor about any treatment or medicines that you may need in your recovery and when you can continue certain activities, such as work, exercise or travel.