

# SPEAK UP - YOUR SAFETY MATTERS!

Thank you for choosing us as partners in your healthcare.  
Please help us be sure you get the best and safest care possible.



## Show Identification

**For your safety,** please be sure healthcare providers check your patient ID, name and date of birth before any test or treatment. Speak up if staff don't wear an ID badge, introduce themselves, or explain how they will be part of your care.



## Open Communication

**For your safety,** please be sure you and your healthcare providers agree on any procedure, surgery and plan of care. Ask about your test results. Don't assume no news is good news. Speak up if you don't understand something.



## Update Medicine Lists

**For your safety,** please carry a list of all medicines you take including prescriptions, over-the-counter drugs, vitamins, herbs and supplements. Speak up if a medicine looks unfamiliar or if you have questions.



## Prevent Infections

**For your safety,** please get the vaccines you need. All staff and visitors should clean their hands often to prevent spreading germs. Speak up if they do not clean their hands. Wear a mask if you are sick so you don't infect others.



## Report Safety Concerns

**For your safety,** please let us know if something makes you worry or feel unsafe. Keep personal items close. Speak up if you see something that could make you fall so we can clean the area. Use your call light if you need any help.

### Safety Phone Numbers



BRIGHAM AND  
WOMEN'S HOSPITAL

Patient Safety Office

617-732-7543

Patient Family Relations

617-732-6636



BRIGHAM AND WOMEN'S  
Faulkner Hospital

617-983-7749

617-983-7425



DANA-FARBER  
CANCER INSTITUTE

617-632-3291

617-632-3417

[www.brighamandwomens.org](http://www.brighamandwomens.org)

[www.brighamandwomensfaulkner.org](http://www.brighamandwomensfaulkner.org)

[www.dana-farber.org](http://www.dana-farber.org)

[www.jointcommission.org](http://www.jointcommission.org)

