

10 tips for you – the patient

Help us to do a better job



1. Tell us about yourself

- Do you need an interpreter?
- Do you take any medication?
- What kind of treatment are you having?
- Is there anything else you do to improve your health?

2. Ask us until you are sure that you understand

- Don't be afraid to ask more than once.
- Write down the information you get, and any questions you want to ask us.

3. Check the name

- Make sure that letters and wristbands carry your own name.
- Make sure that your identity is checked every time a test is taken or you are examined.

4. Ask questions about quality

- Who is responsible for you?
- What experience do they have with your type of illness?
- Ask who is going to perform surgery on you and write down the name.

5. Check the medication

- Is this your medication?
- Why do you have to take it?
- How does it work?
- Have you been given the right dose?

6. Family and friends can help you

- They can speak up for you when you feel too weak to do so yourself.
- Your family and friends can be given information and accompany you if you want them to.

7. Learn about your illness

- Learn about your diagnosis.
- Ask about examinations, tests and treatments.
- If you are to have surgery, ask the doctor to sketch out incision lines on you with a marker pen.

8. Let us know if you are in pain or uncomfortable

- If necessary, remind us.
- You can have the nurse or doctor record your symptoms in your medical records.

9. What happens after you are discharged from the hospital?

- What aches and pains should you expect?
- Should you do anything about your diet?
- How much can you exert yourself?

10. In the event of a medical emergency

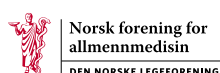
- Who should you contact: your GP, the casualty clinic or the hospital?
- What do they need to know when you contact them?

HELSE ●●● NORD

HELSE ●●● VEST

HELSE ●●● MIDT-NORGE

HELSE ●●● SØR-ØST



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