



Department of Veterans Affairs



THE
DAILY PLAN[®]
KNOW • ASK • PARTICIPATE
FOR AMBULATORY CARE

The Daily Plan[®]
is All About You!

CONFIDENTIAL!

The Daily Plan[®] for ambulatory care is:

- **TO BE KEPT PRIVATE.** Please keep your personal information out of sight by storing this packet in the envelope provided while in the clinic.
- **Your information to take home with you after your visit.** Please keep it on hand to review for future questions.



**VA National Center
for Patient Safety**

Dear Veteran,

Our ambulatory care center is initiating a new personal information document that will provide you with your current address, telephone number, next of kin for emergency use, list of medications, allergies, blood pressure readings, and pending appointments.

Due to the personal information contained in the document, we ask that you please keep this document with you during your clinic visit today.

KNOW

You will receive this information every time you come to the clinic. If you have changes to your personal information, please notify the clerk at the time that you sign-in so that the information can be changed in your medical record.

We want to make sure that your appointment letters and telephone calls are getting to you so that you will know about clinic appointments and that your provider will be able to contact you with other information about your care.

ASK

We want you to participate in your care by asking questions that you may have. You may want to write down your questions after you look over this document. Take this document with you when you go in to see your provider.

If you have questions about medications, appointments, blood pressure, or other information that may not be contained on this form, please ask the question.

PARTICIPATE

We want you to be part of the team and working with your provider in making decisions about your care. Any issues or concerns that you may have about your care should be discussed with your provider. You must be able to understand what is expected of you once you have completed your visit with your provider today. If you are unsure, please ask your provider to explain or write down so that you will be able to remember what they want you to do.

Thank you!



It's All About YOU!

PATIENT SAFETY FOR PATIENTS (cont.)

Don't be Afraid to Ask Questions

If you have concerns, speak up! This allows your VA health care providers an opportunity to better assist you. You need to understand your treatment plan and why we have chosen it for you.

Involve your loved ones. Keep your loved ones informed about your care plan. Better yet, ask a family member to assist you in understanding and carrying out your care plan.

Make sure you and your caregivers are clear about what medications you take. Tell your caregivers what medications you are taking, including non-prescription medications, vitamins and herbal remedies. When you receive a prescription, make sure it is the right medication and the right dose. Make a list of what you are taking and keep it up to date!

Infection: Don't pass it on! Did you know that each year, many lives and millions of dollars are lost due to the spread of infections in hospitals? Remind friends, family and health care providers to wash and sanitize their hands before coming into direct contact with you. Want to learn more about what the VA is doing? Take a look at the *Infection: Don't Pass It On!* at <http://www.publichealth.va.gov/infectiondontpassiton/>

Having Surgery? Review VA's five-step "Ensuring Correct Surgery" process. We have a five-step process called "*Ensuring Correct Surgery*." Request and read our patient brochure. You can print a copy off our web site – www.patientsafety.gov/SafetyTopics/CorrectSurg/CorrSurgPt.pdf

Falls are a serious concern, especially for older veterans. Learn more about *fall prevention* at home on the internet – www.patientsafety.gov/SafetyTopics/fallstoolkit/

Patient Safety Tips and Tools

Visit *My HealthVet* at www.myhealth.va.gov. *My HealthVet* is a web-based program that gives you the information and tools you need to improve your health.

To register, click on the "Register Today" button on the website. Complete the Registration Page and review and accept the Terms & Conditions and Privacy Policy. You are now ready to begin creating your Personal Health Record.

For full access of all features, visit your local VA facility to get an upgraded account, known as In-Person Authentication (IPA).

Use *My HealthVet* to better manage your health and access VA healthcare and services at your convenience. Once registered, you'll have access to...

- Personal Health Journals
- Vitals Tracking & Graphing
- Military Health History Journal
- Activity & Food Journals
- VA Prescription Refills
- Wellness Reminders
- VA Benefits & Services
- Health Living Centers

You'll also have access more than 18 million pages of trusted health information from the site's Health Education Libraries!

Stop, Look and Listen

Remember what our parents used to tell us before crossing the street? Before you proceed, "*stop, look and listen*." Our parent's aim was to involve us in making the right decision. They didn't want us to be harmed because we were caught off guard.

Patient safety can be that simple for you and your family...

- **Stop** and learn the facts about your condition and your medications.
- **Look** carefully through your care plan with your health care provider so that everyone fully understands and concurs on its course.
- **Listen** closely to what you'll need to do to continue your care plan at home.

Above all, be proactive! Let your health care provider know if you feel the need to vary your care plan. Explain why. They will listen.

Bottom line? As a well-informed patient, you can help create a safer VA health care system.





It's All About YOU!

PATIENT SAFETY FOR PATIENTS



Department of Veterans Affairs



Get Involved, It's YOUR Patient Safety

We urge you and your family to become part of our patient safety team.

For our patient safety program to be truly effective, we need you to be fully informed and actively involved in your care.

What does your involvement in patient safety mean to you and your family? For instance:

- It means we need you to provide detailed information about your condition.
- It means that you should clearly understand your diagnosis and treatment plan and know what to expect.
- It means keeping us informed of any changes in your condition, good or bad, such as an allergic reaction to a drug.
- It means we want you to speak up when you have a question about any aspect of your care. We want you to become a partner in the development of a safe care plan. Your active involvement will help us consistently do the right thing at the right time for the right person – you.

For More Information

Here are number of other web sites that will be helpful to you:

“Five Steps to Safer Healthcare”

www.ahrq.gov/consumer/5steps.htm

University of California, San Francisco, offers a brochure:

“Patient Safety Tips”

www.ucsfhealth.org/common/PatientSafetyBooklet.pdf

Agency for Healthcare Research and Quality’s

“20 Tips to Help Prevent Medical Errors”

www.ahrq.gov/consumer/20tips.htm

SafeMedication.com

Features general information on medications and complete, easy-to-read information on more than 800 drugs



