

Here are some important ways that you can partner in care at Baycrest. For more information, talk to your healthcare team and review your "Safety at Baycrest" brochure.

Ask your healthcare team for a copy if you need to.

Reducing the risk of a fall

- Tell your healthcare team if you have a history of falling, feeling weak or dizzy, or any difficulties with balance, walking or getting up.
- Reduce the risk of a fall: Ask for help to get out of bed, wear proper footwear, and make sure your personal items are within reach.

Preventing pressure injuries (bed sore or pressure ulcer)

- A pressure injury is a wound caused when there is too much pressure on the skin for too long.
- To prevent pressure injuries, move as much as possible and check for redness or unusual changes in your skin colour.

Preventing the spread of infection: Good hand cleaning habits

- Your healthcare team will clean their hands before and after key moments in your care.
- You should clean your hands well and often and family members, caregivers and visitors should also clean their hands before going into and when coming out of your room.

Medication safety

- On admission, work with your healthcare team to create a medication history (bring your medication lists, bottles, blister packs, etc.)
- Your healthcare team will talk with you about any differences between your medication history and your current medications.

Making sure you get the treatments intended for you

- Every time you receive a service or a procedure, your healthcare team will check your identity using 2 sources of information, like your name, date of birth, a photograph, or facial recognition.
- If you cannot give this information, your team will check your ID band, health record, or other information.

Getting the information you need at care transitions

- When you are admitted to, transferred from or discharged to any healthcare facility, you should get all the information you need about your care and treatment.
- Ask your healthcare team for written information or instructions if you need them.

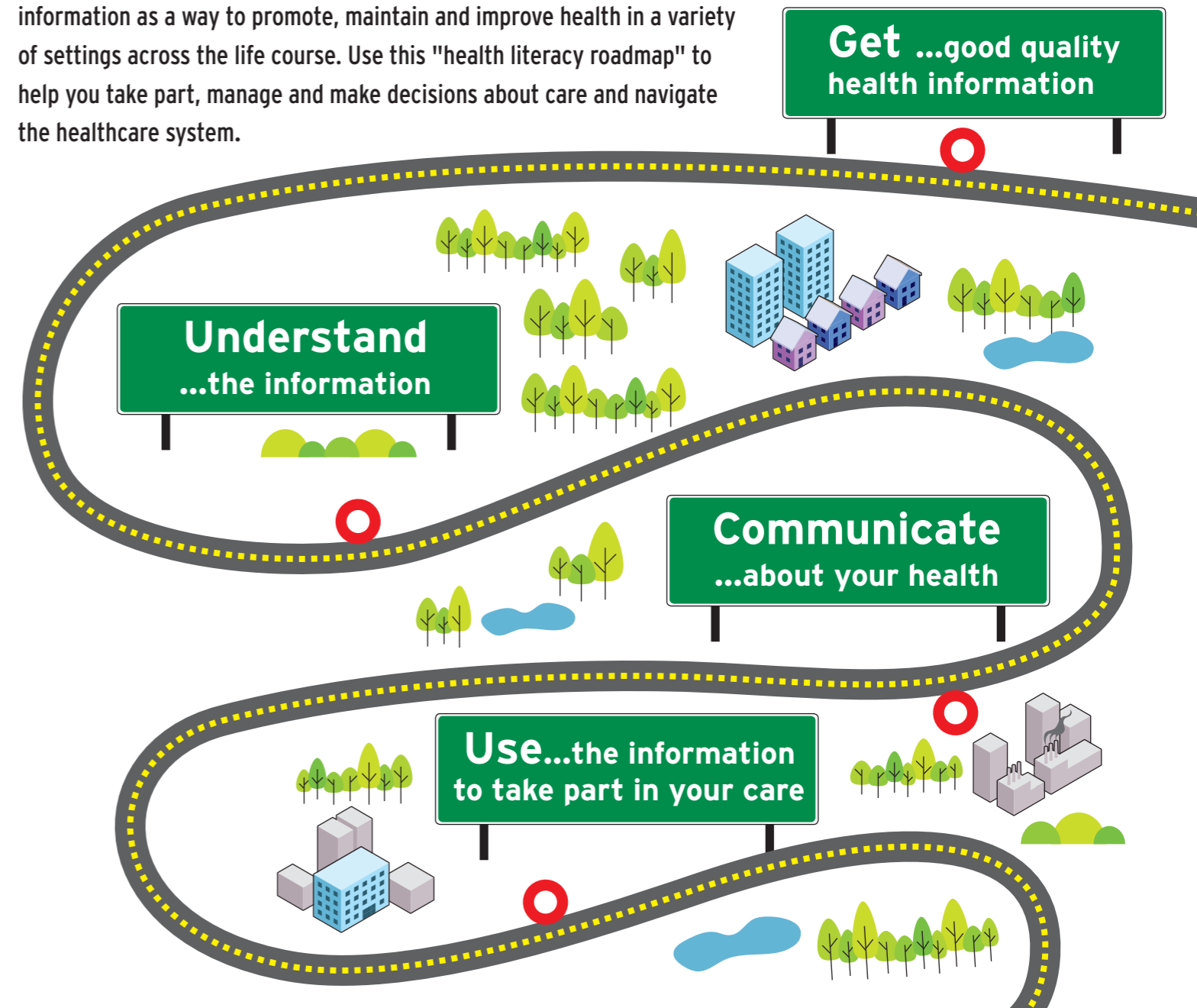
Baycrest

How to Partner in Care at Baycrest

A "Health Literacy Roadmap" for:

- Clients (patients and residents)
- Family members and caregivers
- Baycrest community members

Health literacy is the ability to access, understand, evaluate and communicate information as a way to promote, maintain and improve health in a variety of settings across the life course. Use this "health literacy roadmap" to help you take part, manage and make decisions about care and navigate the healthcare system.



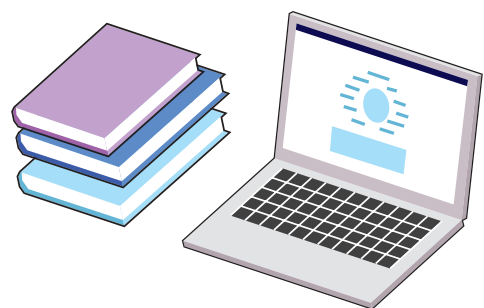


Get ...good quality health information

Visit or call the Baycrest Wellness Library:
Apotex building, 1st floor
T. 416 785 2500, ext. 3374
Hours: Monday to Thursday,
10:00 a.m. to 3:00 p.m.

Ask the volunteers at the Wellness Library to recommend some reliable health information.

Go to www.baycrest.org for health and program information, workshops, events, health talk listings and much more.



Understand ...the information

If you can, ask a family member, friend or caregiver to help you understand and remember what the team tells you.

Family members and caregivers can also ask someone to support them at any time.

Ask these questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important that I do this?

Ask the doctor, nurse or pharmacist these questions about any medications:

1. Have any medications been added, stopped or changed, and why?
2. What medications do I need to keep taking, and why?
3. How do I take my medications and for how long?
4. How will I know if my medication is working, and what side effects do I watch for?
5. Do I need any tests and when do I book my next visit?



Know who to call if:

- You are not sure what to do.
- You are having problems after an appointment, treatment or therapy.

Communicate ...about your health



If you prefer to communicate in another language, ask your healthcare team to arrange for an interpreter to help you learn information in your own language.

Talk to the healthcare team about any changes in your health condition.

As a client, resident, family member or caregiver, it is important to:

- Share your expectations, needs, what is important to you, what you want to know and how you like to learn new information

Ask the healthcare team to:

- Use common words when explaining complex health information
- Slow down and repeat important information
- Let you “teach back” or explain to them any important information you need to know or do
- Give you a brochure or hand-out to follow
- Give you information in another format that is right for you... like a picture, app, website, or large print item

Use...the information to take part in your care



Use what you know. Ask yourself:

- ✓ “Now that I understand this health information, what will I do to take part in my care?”
- ✓ “How can I help myself?”
- ✓ “What did I learn?” then act on any changes you need to make

Talk to the healthcare team about any concerns you may have when:

- You meet with the healthcare team
- You move from one floor or hospital to another
- You are discharged from hospital

Use any health information given to you to help you get ready for a treatment, procedure or appointment.

Use community resources that can support you, like a community health association, support service, or group.