

To prevent health care errors,
patients are urged to...

SpeakUP™

Englewood Hospital and Medical Center is committed to the highest-quality, safest care. As a patient, you can make your care safer by being an active, involved, and informed member of your health care team.

The Joint Commission is the largest health care accrediting body in the United States that promotes quality and safety

- S** **Speak up** if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.
- P** **Pay attention** to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.
- E** **Educate** yourself about your illness. Learn about the medical tests you get, and your treatment plan.
- A** **Ask** a trusted family member or friend to be your advocate (advisor or supporter).
- K** **Know** what medicines you take and why you take them. Medicine errors are the most common health care mistakes.
- U** **Use** a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.
- P** **Participate** in all decisions about your treatment. You are the center of the health care team.



Helping health care organizations help patients



englewoodhealth.org