

For Your safety-because we care
USPI EDGE™ *Every Day Giving Excellence*

Our Mission

To be the premier provider of high quality Endoscopy service in Middle Tennessee as seen through the eyes of the patients.

What to Expect

Your physician, CRNA, nurse and other healthcare providers, know there are certain steps that are important to take to make sure the you receive proper care. You should expect these steps to be taken.

Correct Patient, Correct Procedure

- Many of our staff members will ask you your name and another identifying piece of information, such as your date of birth.
- You will be given an armband for identification. You should verify that all of the information is correct. All of your healthcare providers should check your identification bracelet.
- **For your safety**, all of your healthcare providers should ask you what type of procedure you are having.

Your healthcare providers ask these questions to ensure that the information that you provide matches the information within their documents. If it does not, they will stop and get clarification to ensure that everyone is in agreement before proceeding (including you).

When healthcare providers ask you these questions, they are verifying **for your safety**.

If at any time you have any questions or concerns, please **SPEAK UP!**

Prevention of Infection

For your safety and to help control the spread of infection, the facility temperature should be maintained below 73°F. We do not want you to be cold, so please let us know if you would like warming measures.

Hand hygiene has been shown to be the most effective way to prevent the spread of infection. You should expect every healthcare provider to wash their hands or use foam before providing you with any care or performing any tests. If you do not see your healthcare provider perform proper hand hygiene or you are unsure, please **SPEAK UP!**

Preventing Medication Errors

Before administering any medications to you, your healthcare provider should: ask you your name, ask for an additional identifier (such as your date of birth), ask you if you have any allergies and check your armband.

Your healthcare provider should tell you the name of the medication that you are receiving.

Before you go home, you should be given a list of your medications and any new prescription that your doctor has written for you. If you have any questions or concerns about your medications, please **SPEAK UP!**

Preventing Falls

For your safety:

- We will accompany you to the restroom.
- We will ensure that you have assistance getting dressed.
- We will require you have assistance when getting out of bed.

If you need assistance at any time, please **SPEAK UP!**

Experience has shown that when patients and their loved ones SPEAK UP for their safety, errors are caught and prevented.

Research proves that patients who take part in decisions about their healthcare are more likely to have better outcomes. You, as the patient, can play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

If you feel concerned about the fact that everyone is asking you the same questions prior to your procedure, please remember, it is a safety check. When they ask, know that they want to ensure that you receive a safe experience; one that they would want for their own loved ones.

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