

## Get involved in your care...

### Share your experience with us...

Patients are invited to share their experiences with Prairie Mountain Health. This can be done by:

- Talking directly to your health care providers
- Participating in a patient and family engagement opportunity
- Filling out a *Client Experience Questionnaire*
- Sharing your concerns

If you wish to get more involved by partnering with Prairie Mountain Health to participate in improvement opportunities, please contact the Patient Relations Representative.



If you wish to share an experience or discuss a concern a Patient Relations Representative will be happy to speak with you.

### Please contact us anytime at:

**Phone:**  
Patient Comment Line  
204.578.2104  
Toll free: 1.800.735.6596

**Email:**  
[patientrelations@pmh-mb.ca](mailto:patientrelations@pmh-mb.ca)

or click on the  
**“Your Health Care Experience”**  
or  
**“Contact Us”**  
button on the  
Prairie Mountain Health website at:  
[www.prairiemountainhealth.ca](http://www.prairiemountainhealth.ca)

**Letter:**  
Patient & Client Relations  
Prairie Mountain Health  
Box 310  
Shoal Lake Manitoba R0J 1Z0

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# Speak Up!



# For Safer Health Care



**S** Speak up if you have questions or concerns. **It's Safe to ask**

- What is my health problem?
- What do I need to do?
- Why do I need to do this?

**P** Prevent Falls Everyone is considered at risk for falls. To help prevent falls:

- **MOVE** your body. Wear safe shoes.
- **IMPROVE** your health
- **REMOVE** hazards and obstacles

**E** Engage in your health care journey

- Partner with your family and health care providers
- Be involved in your care

**A** Ask your health care provider questions

- Ask a family member or friend to be your advocate
- An advocate is someone that can help you on your health care journey

**K** Keep a list on the "It's Safe to Ask About Your Medications" card

- Include herbals, vitamins, patches and eye drops
- Show your list to your healthcare provider
- Download a copy at [www.safetoask.ca](http://www.safetoask.ca)

**U** Use hand hygiene products

- Soap and water, or hand sanitizer
- Often to prevent the spread of germs
- Cough or sneeze into a tissue or the bend of your arm

**P** Participate with your health care provider in your care.

- Present your Manitoba Health card when registering for health services
- Use **My Patient Passport** to keep track of your health information
- Download a copy from the *PMH website* under 'Programs & Services' or contact Patient Relations
- Share your passport with health care providers



## About this Pamphlet

Prairie Mountain Health wants you to be safe:

- During a clinic visit
- When receiving outpatient care
- When visiting other patients

Please Speak Up! during your health appointments. This will help the provision of safe quality care.

## Declaration of Patient Values

Prairie Mountain Health is committed to putting patients first by providing quality, patient and family centered care.

The goal is the best possible patient experience.

Prairie Mountain Health depends on patients and families to be partners in achieving this.

**These values have been identified as important to patients:**

- Dignity, Respect and Trust
- Accessibility and Responsiveness
- Quality
- Information Sharing
- Participation