

医疗合作伙伴

您、您的家人，以及您的医疗团队

此讲义解释了您和您的家人如何与您的医疗服务提供者合作，以便从您接受护理中获得最佳效果。

您和您的家人是医疗团队的重要成员。医生、护士及其他医疗服务提供者也在您的团队中。我们将共同努力改善您的健康或治疗您的病症。

我们希望您和您的家人提出问题。我们希望确保您了解您的治疗计划以及如何在家里照顾自己。

与您的团队会面后，您应该能就下列的 3 个问题得到答案：

- 我的主要健康问题是什么？
- 面对这个问题我需要做些什么？
- 为何做这些事情很重要？

如对这些问题中的任何一个不清楚，请务必向您的护理团队咨询更多信息。



您和您的家人是医疗团队的重要成员。

与医疗服务提供者交谈

与医疗服务提供者讨论护理的每个步骤可能出现的情况：

- **分享完整的健康史**，并告诉服务提供者您在任何其他诊所接受的治疗。
- **请医疗服务提供者坦诚地讨论您的健康状况**。您是医疗团队中最重要的决策者。获得清晰完整的信息有助于您做决定。
- **了解有关诊断的更多信息**。了解病情的确切名称、正在进行的医学检查及医疗程序，以及可能涉及的风险和问题。
- **收集信息**：从医疗服务提供者那里收集有关病情或治疗的信息。
- **提问**。在就诊前写下您的问题和疑虑，并将它们带到诊所或医院。（参见第 3 页列出的一些您可能想问的问题。）
- **写下答案**。处于压力之下、或同时收到大量新信息时，可能很难记住所听到的一切，因此建议在就诊时带上笔记本，这样就可以在就诊期间或就诊后不久，趁记忆犹新时、写下问题的答案。或者，请一位可以写下答案的人陪同看诊。
- **了解并遵循**您和您的医疗服务提供者商定的治疗计划。如果您不理解该计划或为什么遵循该计划很重要，请提出问题。

亲友们可以做些什么

让家人或朋友参与您的治疗。明确地告诉他们您希望他们做些什么。当需要他们时，请向他们寻求帮助：

- 陪同看诊。
- 做笔记或提出您可能没有想到的问题。
- 帮助收集健康资讯。

经您允许，工作人员可能会与您的家人及值得信赖的朋友分享有关治疗信息。请务必告诉照顾者及诊所工作人员您希望他们与哪些家人或朋友分享信息。

参与其中以获得最佳疗效

积极参与医疗保健的患者往往会获得更好的疗效。更多参与的途径是：

- 请家人和朋友帮助您的治疗。
- 了解您服用的药物及原因。
- 了解您的病史及治疗计划。

了解您的药物

与您的药剂师及医疗服务提供者交谈，了解每种处方药物的用途、剂量、外观、副作用及药物相互作用。医疗服务提供者还可以建议如何记录服药时间和方法。

- 每次就诊时，请随身携带药物或最新的药物清单。
- 保留所服药物的一份最新清单。包括处方药及非处方药、维生素及中草药补剂等。
- 还要携带一份记录如下内容的清单：
 - 对食物、药物或其他任何物品（如乳胶材料）的过敏及反应
 - 接种过的免疫接种及疫苗接种
 - 所看的其他医生及药剂师的姓名和电话号码
- 去医院或诊所就诊时请带上药物保险卡。
- 在离开医院或诊所之前，请确保知道并理解以下 5 项有关药物的事项：
 1. **目的** - 药物的目的？还可以向医生或药剂师咨询有无任何新药，或有任何其他药物可以满足您的需求。
 2. **剂量** - 您应该如何准确地服用药物？了解何时服用、如何服用（与水一起服用、与食物一起服用、不与食物一起服用等），以及如果您错过了一剂药时该怎么办。
 3. **外观** - 药物的外观是什么样的？告诉您的医生或药剂师如您收到的药物与您通常服用的药物外观不同。
 4. **副作用** - 服药期间会出现何种副作用？了解如发生这些状况时应该如何处理。
 5. **药物相互作用** - 服用这种药物时应该避免使用任何其他药物吗？给您所有的医疗服务提供者（包括牙医）一份完整的清单，列出您的医疗状况及您服用的所有药物，这有助于他们筛查可能的药物相互作用。

预防传播感染

这些简单的步骤有助于防止在医院或诊所期间得病或感染：

- 要求所有服务提供者和访客用肥皂和水洗手或使用洗手液。洗手是对抗感染传播的最佳方法。
- 任何可能探望您的人，无论是到医院或是到家中，如果他们生病了，则请他们等到康复后再来看望您。有感染的访客，即使“只是”感冒，也可能会影响您的康复或治疗。
- 询问护士您需要告诉家人和朋友哪些感染控制预防措施。

有关您的病历

您的病历记录了关于您健康史的重要资讯。

- 如这是您第一次来我们医院或诊所看诊，请您的其他的医疗服务提供者将您的医疗记录发送给我们。您也可以把它们的副本随身带来。
- 如您尚有其他的医疗服务提供者：
 - 我们将要求您签署一份“同意信息发布”表格，以便我们与您的其他医疗服务提供者分享有关您在此接受治疗的信息。
 - 请提供您其他的医疗服务提供者的姓名和地址，以便我们将这些信息发送给他们。

反映顾虑

- 如您对自己的医疗护理有顾虑或希望报告一个安全问题，请联系您接受医疗的部门经理。
- 如您对该经理的回复或结果不满意，请致电患者关系部：
 - 华大医疗中心-蒙特湖院区 UWMC - Montlake, 请致电 206.598.8382
- 如果认为您的报告没有得到解决，您或您的家人可以要求与您的医疗团队进行护理会议。

您可能想提问的一些问题

诊断

- 我的诊断、疾病或状况的确切名称是什么？如果此情况还有其他名称，它们是什么？
- 患有这种疾病后会发生什么情况？它将如何影响我的工作及日常活动？
- 我需要去看专科医生吗？如需要，您会推荐哪一位？我需要转诊信才能去看这位专科医生吗？

治疗及医疗程序的选择

- 我有哪些治疗选择？
- 这些治疗或医疗程序可能出现哪些风险或问题？

建议的治疗或医疗程序

- 您建议我采取什么治疗方法或医疗程序？为什么？
- 这种治疗或医疗程序可能会出现哪些风险或问题？
- 这种治疗或医疗程序需要多长时间？
- 我是否需要家人或朋友在医院或来家中照护（可以帮助护理的人）？
- 当我接受这种治疗或医疗程序时，我需要有人开车送我去医院吗？
- 在这种治疗或医疗程序之后，我需要限制或避免任何活动吗？
- 在接受这种治疗或医疗程序后，我能做些什么来控制疼痛或其他症状？

实用的电话号码

华盛顿大学医疗中心 (UWMC) – 蒙特湖院区

| | |
|---|--------------|
| Health Information Management (medical records) | 206.744.9000 |
| 健康资讯管理部（病历部） | |
| Patient Relations | 206.598.8382 |
| 患者关系部 | |
| Pharmacy..... | 206.598.4363 |
| 药房 | |
| UWMC Main Operator (24 hours a day) | 206.598.3300 |
| 华大医疗中心总接线生 | |
| UWMC Paging Operator (24 hours a day) | 206.598.6190 |
| 华大医疗中心传呼中心（24 小时） | |

您有疑问吗？

我们很重视您的提问。
当您有疑问或顾虑时，
请联系您的医生或健康
提供者。

Partners in Care

You, your family, and your healthcare team

This handout explains how you and your family can work with your healthcare providers to get the best results from the care you receive.

You and your family are vital members of your healthcare team. Doctors, nurses, and other care providers are also on your team. We will all work together to improve your health or treat your condition.

We want you and your family to ask questions. We want to make sure you understand your treatment plan and how to take care of yourself at home.

After meeting with your team, you should be able to answer these 3 questions:

- What is my main health problem?
- What do I need to do about this health problem?
- Why is it important to do these things?

If the answer to any of these questions is not clear, be sure to ask your care team for more information.

Talk with Your Healthcare Providers

Talk with your providers about what to expect at each step of your care:



You and your family are vital members of your healthcare team.

- **Share your complete health history** and tell your providers about other treatment you may be receiving anywhere else.
- **Ask your healthcare providers to speak openly** with you about your health. You are the most important decision-maker on your healthcare team. Getting clear and complete information will help you make decisions.
- **Learn more about your diagnosis.** Know the exact name of your condition, the medical tests and procedures you are having, and what risks and problems may be involved.
- **Gather information** on your condition or treatment from your healthcare providers.
- **Ask questions.** Write down your questions and concerns before your visit and bring them with you to your clinic or hospital. (See page 4 for some questions you may want to ask.)
- **Write down the answers.** It can be hard to remember things we hear when we are under stress, or if we receive a lot of new information all at once. Bring a notebook to your visits so you can write the answers to your questions while they are fresh in your mind, either during the visit or soon after. Or bring someone with you who can write down the answers.
- **Know and follow the treatment plan** that you and your healthcare providers agree on. Ask questions if you are not sure of the plan or why it is important to follow it.

What Your Loved Ones Can Do

Involve a family member or friend in your care. Be clear about what you want them to do. Ask for their help when you need them to:

- Go with you to your doctor visits.
- Take notes or ask questions that you may not think of.
- Help you gather health information.

With your permission, staff may share treatment information about you with your trusted friends and family. Be sure to tell your caregivers and clinic staff what family members or friends you would like them to share this information with.

Be Involved for Best Results

Patients who are actively involved in their healthcare tend to get better results. To become more involved:

- Ask family members and friends to help with your care.
- Know what medicines you take and why.
- Know your medical history and treatment plans.

Know About Your Medicines

Talk with your pharmacist and healthcare providers to understand the purpose, dosage, appearance, side effects, and drug interactions of each medicine that is prescribed for you. Your healthcare providers can also suggest ways for keeping track of how and when to take your medicines.

- Bring your medicines or an updated list of your medicines with you to every clinic or hospital visit.
- Keep a current list of all medicines you take. Include prescription and nonprescription (over the counter) medicines, vitamins, and herbal supplements.
- Also keep a list of:
 - Your allergies and reactions to food, medicine, or anything else, such as latex
 - Immunizations and vaccinations you have had
 - Names and phone numbers of your other doctor(s) and pharmacist(s)
- Bring your drug benefit card to hospital or clinic visits.
- Before you leave the hospital or clinic, be sure you know and understand these 5 things about your medicines:
 1. **Purpose** – What is the medicine supposed to do? You can also ask your doctor or pharmacist about any new medicines and if there are any other drugs that would work for your needs.
 2. **Dosage** – Exactly how should you take your medicine? Find out when to take it, how to take it (with water, with food, without food, etc.), and what to do if you miss a dose.

3. **Appearance** – What do your medicines look like? Tell your doctor or pharmacist if the medicine you receive looks different from the one you usually take.
4. **Side Effects** – What side effects could you have while taking the medicine? Find out what to do if they occur.
5. **Drug Interactions** – Are there any other drugs you should avoid while taking this medicine? Help all your healthcare providers, including your dentist, screen for possible drug interactions. Give them a complete list of your medical conditions and all the medicines you take.

Help Prevent the Spread of Infection

These simple steps can help prevent you from getting an illness or infection while you are in the hospital or clinic:

- Ask all providers and visitors to wash their hands with soap and water or to use hand gel. Hand washing is the best way to fight the spread of infection.
- Ask anyone who might visit you, either in the hospital or at home, to wait to visit you until they are well. A visitor who has an infection, even “just” a cold, could affect your recovery or treatment.
- Ask your nurse what infection-control precautions you need to tell your family members and friends about.

About Your Medical Records

Your medical records have important information about your health history.

- If this is your first visit to our hospital or clinic, please ask your other healthcare providers to send your medical records to us. Or you can bring your own copies with you.
- If you have other healthcare providers:
 - We will ask you to sign a “release of information” form that allows us to share information about your treatment here with your other providers.
 - Bring the name(s) and address(es) of your other providers so that we can send them this information.

Report Your Concerns

- If you have concerns about your medical care or wish to report a safety concern, contact the manager of the department where you received care.
- If you are not satisfied with the response or results you receive from that manager, please call Patient Relations:
 - For UWMC - Montlake, call 206.598.8382
- You or your family may request a care conference with your healthcare team if you feel your concerns are not being addressed.

Questions You May Want to Ask

Diagnosis

- What is the exact name of my diagnosis, disease, or condition? If this condition has other names, what are they?
- What can I expect to happen as a result of having this condition? How will it affect my work and everyday activities?
- Will I need to see a specialist? If yes, who would you suggest? Will I need a referral to see this specialist?

Choices for Treatment or Procedures

- What choices for treatment do I have?
- What are the risks or problems that might occur with these treatments or procedures?

Suggested Treatment or Procedure

- What treatment or procedure do you suggest for me? Why?
- What are the risks or problems that might occur with this treatment or procedure?
- How long does this treatment or procedure take?
- Will I need a family member or friend to be a caregiver (someone who can help with care) at the hospital or at home?
- Will I need someone to drive me to and from the hospital when I have this treatment or procedure?
- Should I limit or avoid any activities after this treatment or procedure?
- What can I do to manage any pain or other symptoms after this treatment or procedure?

Helpful Phone Numbers

University of Washington Medical Center (UWMC) - Montlake

| | |
|---|--------------|
| Health Information Management (medical records) | 206.744.9000 |
| Patient Relations..... | 206.598.8382 |
| Pharmacy..... | 206.598.4363 |
| UWMC Main Operator (24 hours a day)..... | 206.598.3300 |
| UWMC Paging Operator (24 hours a day) | 206.598.6190 |

Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.