Why do staff keep asking WHO YOU ARE?

It is very important that we ensure you are the right person and that you receive the right care, treatment and results.

It is vital that your safety and confidentiality is maintained (eg when you receive test results).

**DO NOT BE WORRIED IF FROM TIME TO TIME STAFF ASK FOR YOUR:**

- name
- date of birth
- address
- medical record number
- reason of visit (if necessary).

**STAFF MIGHT ASK WHEN YOU ARE:**

- making and/or attending an appointment
- entering the hospital/health care setting
- receiving medication or treatment
- having a procedure (eg X-ray, blood test)
- being visited in your home
- at medical staff shift change (handover).

www.sahealth.sa.gov.au/safetyandquality