

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

Public - I1-A1



www.ausgoal.gov.au/creative-commons

© Department for Health and Ageing, Government of South Australia. All rights reserved. FIS: 16031.1 February 2016.



This document has been reviewed and endorsed by SQCAG* for consumers and the community February 2016.

*SA Health Safety and Quality Community Advisory Group.

