



WORKING WITH THE HOSPITAL STAFF

- KNOW HOW** to contact your attending physician or surgeon in an emergency.
- KNOW THE NAME** of the charge nurse and nurse manager for your unit.
- KNOW** that you can ask any staff member about his job title or experience.
- KNOW** that a more experienced physician can always be consulted, even in the emergency room setting.
- ASK** if the hospital has a Rapid Response Team and if patients can call the team directly.
- BE PREPARED** to speak to the staff at daily rounds or have your advocate do so.
- ASK SPECIFICALLY** about your “Plan for the day” so you will be aware of the daily treatment plan.
- ASK TO BE NOTIFIED** if your treatment plan changes in any way.
- BE AWARE** that house staff (resident physicians) can change your treatment orders at any time. Ask to be kept informed of any changes.
- REALIZE** that low staffing levels in a hospital can affect your care. Do not hesitate to notify the nurse manager or nursing supervisor if you observe inadequate staffing levels.
- BE ON THE LOOKOUT** for staff fatigue. Don’t be afraid to ask how long doctors *or nurses* have been on duty.