



The Empowered Patient Coalition

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 their 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.
- REALIZE** that low staffing levels in a hospital can impact 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 resident physicians how long they have been on duty.**