

What is the Waitemata District Health Board doing to improve medicine safety?

- The pharmacists, doctors and nurses work together to select the best medicines for you.
- We aim to make sure you know about your medicines, please ask any questions if you are unsure.
- We inform your GP about any new medicines or changes that have been made.
- We will advise you if any mistakes are made and have a reporting process so we can make improvements.
- We have information sheets for some medicines and conditions, some of these are available in other languages.
- There is an interpreter service if English is not your first language.

Contact numbers at home

Healthline is a 24 hour health advice phonenumber 0900 611 116

If you think you have taken too many medicines or the wrong medicines, contact your doctor, nurse or the Poisons Centre.

0800 POISON (0800 764 766)



Safe use of medicines

- *Understand your medicines*
- *Ask questions*
- *Do not share your medicines with others*

How you can help

We aim to give you the safest care possible. You can help us to make sure your medicine gives you the greatest benefit with the least risk to you.

If you have any questions or concerns, please ask the staff.

When you come into hospital

Please bring all of the medicines you are taking including:

- all medicines that your doctor has prescribed
- medicines bought at a supermarket, health shop, pharmacy or over the internet
- herbal medicines, vitamins or natural remedies.

If you have a Yellow Card or Care Plus booklet, please bring this with you.



Allergies and reactions

If you know you have an allergy or bad side effect to any medicine or food then:

- tell the staff as soon as possible
- write this on your medicine list
- ask staff about a MedicAlert® Bracelet.

During your hospital stay

Your medicines will be stored safely on the ward in a green medication bag with your name on it. We will let you know which medicines you may keep at your bedside. Feel free to ask about any medicines that are being given to you.

If you are uncertain about your medicines, ask to speak to the nurse in charge.



Going home

A doctor, nurse or pharmacist will talk with you about your medicines before you leave. They will go through your green bag with you and explain any new medicines.

Make sure you understand:

- all the medicines you take and why
- any special instructions.

If you no longer need some of your medicines, these will be safely disposed of for you.

A Yellow Card will be filled in with a list of your medicines if you need one. Yellow Cards are also available from your GP or Community Pharmacy.

Tips for medicine safety

- Check your wrist label to make sure it is correct.
- If you are allergic to any medicine or food, tell the staff so it can be recorded.
- Staff should check your wrist label before you are given any medicines.
- Look at the medicine you are being given, ask the staff to explain what it is before you take it.
- If you have medicine through a drip (IV) tell the nurse if you are worried about it or if it feels sore.
- If you are not feeling well or feel unable to speak for yourself you can ask your family/whanau to ask questions about your medicines for you.

Make sure you know what you need to know.