

PATIENT INFORMATION



Staying safe at the doctor's practice



AKTIONSBÜNDNIS
PATIENTENSICHERHEIT

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Recommendations for patients and their relatives

Dear Patient,

We take your safety seriously. To achieve this, working together with everyone involved, we have put together the following tips for you.

We take your safety seriously!



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Tips to remember before you consult the doctor

- Before you visit the doctor, you should write down any questions you might have and take them with you to the appointment.
- Take your current medication plan, or all of the medicines that you are currently taking, along with you. Do not forget food supplements and over-the-counter drugs that you have bought at pharmacies and health food stores.
- Take any examination results that you might have from other doctors, laboratory test findings, x-rays, ultrasound and MRT images, as well as discharge letters, with you to the appointment.
- Also remember to take your health cards, for example: your allergy record card, vaccination certificate, maternity health record, stroke record card or implant record card.
- If you need to, take someone you trust along with you for support.

Tips for when you are at the doctor's practice

- Inform the doctor of the reason for your visit. Even things that seem unimportant can turn out to be important. For example, also mention any allergies, intolerances, pregnancy, adverse reactions to medicines.
- Have your doctor explain your examination results and the proposed treatment and, if necessary, have them printed out for you.
- Request a medication plan with precise information on how to take your medicines, for example: the name of the medicine and the strength, the dosage form, dosage, time of administration (starting date, time of day, before/during/after meals), dosage, the length of time that the medicine must be taken and how the medicine is to be stored.
- Ask about risks, side effects and interactions and whether or not you may leave out certain medicines.
- Ask what you can do to support your own treatment.
- Sometimes less is more: bear in mind that more examinations and more treatment are not always the better option.

- Take the necessary time to read the patient information provided, ask precise questions about risks and sign only if you have understood the content.
- Pay attention to hygiene measures in the practice and whether or not hand disinfection is possible. If necessary, ask the staff.
- Repeat the information and the recommendations your physician gives you, so as to be sure that you have understood these correctly. If necessary, take notes.
- Make sure that you are not mistaken for someone else. For example, confirm your identity by stating your name and your date of birth before giving a blood sample.
- If anything is unclear, if there are things you do not understand or if you have any fears, be sure to ask.

Tips for when you leave the doctor's practice

- Pay attention that you are given the right medicines at your pharmacy and, if in doubt, ask your pharmacist.
- Make sure to adhere strictly to the instructions for medicine intake and for the use of appliances (for example bandages or stoma and incontinence aids).
- Observe your reactions carefully. Get in touch with the practice and inform the staff of any changes you observe.
- If, for example, an examination has been conducted and you have not yet received the results or the laboratory findings, please make enquires with the practice.
- Discuss important decisions with your relatives and those close to you as well. If you are uncertain, seek a second opinion.

Your notes:
