



SpeakUp™

Preventing Errors in Your Child's Care

Your child's health and safety are important to us. You can make a difference in your child's care by asking questions and being actively involved.

How can you help prevent your child from getting an infection?

Remind care providers to wash or clean their hands before touching your child. Handwashing helps prevent infection. If they are wearing gloves, remind care providers to put on clean gloves when they do tasks such as taking blood or touching wounds. While in the care providers office or hospital, wash or clean your own hands before touching your child.

What can you do to prepare for your child's visit to the care providers office or hospital?

It is helpful to write down the following information:

- Your child's medical history. Include vaccinations, allergies, current health problems, and the dates of any surgeries and hospital visits.
- A list of your child's medicines. Include prescription and over-the-counter medicines, vitamins, and herbs. Be sure to include the amount your child takes.
- General questions you have about your child's health.

Share this information with your child's care providers.

What should you ask your care providers?

Find out about all the tests and treatments for your child's illness or injury. Ask how a treatment will help your child. Understand that more tests or treatments are not always better for your child.

What if you do not understand what your care provider is saying?

Tell your care provider you do not understand. Ask more questions. By asking questions you are helping the care provider understand what you need. Tell your care provider if you need someone who speaks your language.

Contact your child's care providers if you have any questions or concerns.

©The Joint Commission | May be copied and distributed | Department of Corporate Communications