



To improve quality of care, patients are urged to ...

Speak UP

EVERYONE has a role in making sure they receive high-quality health care. As a patient, **be a partner in your care**. Make your care better and safer by being an active, involved and informed member of your healthcare team.



S

PEAK UP if you have questions or concerns.

If you still don't understand, ask again. It's your body and you have a right to know.

P

AY ATTENTION to the care you get. Don't assume anything.

E

DUCATE YOURSELF about your illness. Learn about the medical tests you get, and your treatment plan.

A

SK A TRUSTED FAMILY MEMBER or friend to be your advocate (advisor or supporter).

K

NOW WHAT MEDICINES you take and why you take them. Medicine errors are the most common health care mistakes.

U

SE A hospital, like the MGH, that has been carefully checked out by the Joint Commission, which makes sure hospitals are meeting quality standards.

P

ARTICIPATE in all decisions about your treatment. You are the center of the health care team.