

TOP 10 TIPS

for keeping patients safe



The College of
Emergency Medicine

1. If you see something unsafe - or potentially unsafe – do something about it **NOW**
2. If it doesn't feel right – **get help**
3. If you don't know how or what to do – **ASK**
4. Prior to any procedure or the administration of drugs, **check**: right patient, right dose, no allergies and name band in place
5. **Believe** the patient/relative
6. Take **particular care** with high risk patients (e.g. the apparently-intoxicated, the elderly, young children, patients with language barriers/learning difficulties)
7. **Review** all relevant and available information on the patient (e.g. ambulance patient report form, previous notes)
8. **Review** the results of any investigations that have been ordered **before** the patient is discharged
9. **Listen** to the patient and encourage them to participate in their safety
10. Use a **structured** approach to communication, such as SBAR (Situation, Background, Assessment, Recommendation)