

## IT'S SAFE TO ASK...

- ◆ Ask questions if you do not understand something. Make a list of your questions.
- ◆ It's okay to ask staff if they have cleaned their hands.
- ◆ Ask a family member, caregiver or friend to be with you at your appointment.
- ◆ Ask why a test or procedure is needed and how it can help you.
- ◆ Interpreters can be arranged for many languages through the WRHA language access program.



## IT'S SAFE TO TELL...

- ◆ Tell your dental professional your important health information. Do not assume they already know.

## HOME SAFETY...

- ◆ Your toothbrush contains germs. Do not share your toothbrush with anyone.
- ◆ Change your toothbrush every 3 months or when frayed/worn.
- ◆ Do not keep your toothbrush near the toilet as water may spray when flushing and contaminate your toothbrush.

## PLEASE CONTACT US...

- ◆ If you have any questions, concerns or complaints, please do not hesitate to contact your dental office.



## YOUR SAFETY IS IMPORTANT TO US...



...Here's How You Can Help.

WRHA Oral Health Program



Winnipeg Regional Health Authority  
Caring for Health

Office régional de la santé de Winnipeg  
À l'écoute de notre santé



UNIVERSITY OF MANITOBA



Traditions of Excellence. Horizons of Change

## WE CARE ABOUT YOUR SAFETY

- ✦ We want everyone to feel safe and be safe at all times.
- ✦ One of the best ways to meet this goal is to work with you. Please ask questions and make suggestions.



## PATIENT IDENTIFICATION

- ✦ Patient identification is important to prevent errors and ensure that intended procedures are provided to the correct patient.
- ✦ Staff will ask you often for your name and date of birth.
- ✦ Please check the name, date of birth and all personal information on your paperwork.
- ✦ Tell your dental professional if your contact information changes.

## PREVENTING INFECTION

- ✦ Hand cleanser is found at entrances, waiting areas & elevators. Clean your hands often.



- ✦ Use a tissue when you cough or sneeze, then wash your hands. If you do not have a tissue, use your upper sleeve.
- ✦ If you develop a cold, cough, flu, rash or fever, please call your dental office before your appointment.
- ✦ Follow the post-operative instructions provided after extraction, oral surgery or complex dental care.
- ✦ Let staff know if you are at risk for bacterial endocarditis.

## PREVENTION OF FALLS

- ✦ Tell your dental professional if you feel dizzy or drowsy.
- ✦ Let staff know if there are obstacles that could cause you to fall.
- ✦ Wet floors may cause you to slip and fall.

## MEDICATION SAFETY

- ✦ Make a list of all prescribed drugs, traditional medicine, over-the-counter products, vitamins and herbs. Use the Manitoba Institute for Patient Safety card to make your list or ask your pharmacist for this resource.



Prescription Medications	
Name	Dosage
Directions (Dose often)	

  

Emergency Contact Information	
Name	Phone
Primary Physician	Phone
Other Physician	Phone
Pharmacy	Phone

<http://www.mbips.ca/wp/>  
phone: (204) 927-6477

- ✦ Bring your list or medications to all appointments. Some medications may interfere with procedures.



- ✦ Tell your dental professional if you have allergies to medication, food or anything else.
- ✦ Tell your dental professional about any side effects you have had or have from any procedures or medications.