

# Our Partnership Pledge

At Hopkins, we take a team approach to your safety.  
We invite you and your family to join us as active  
members of your care team.

## **We pledge to**

- Coordinate your care
- Explain your care and treatment
- Listen to your questions or concerns
- Ask if you have safety concerns and take steps to address them.
- Ask about your pain often and keep you as comfortable as possible
- Check your identification before any medication, treatment or procedure
- Label all lab samples in your presence
- Clean our hands often

## **We ask you, or a loved one, to**

- Ask questions
- Speak up if you are concerned about a test, procedure or medicine
- Check the information on your ID bracelet for accuracy
- Be clear and complete about your medical history, including current medications
- Clean your hands often and remind your visitors to do the same
- Remind us if we do not carry out our pledge to you

We welcome your involvement and feedback. The unit manager is available to hear concerns about your care and safety.

*From the doctors, nurses and staff of The Johns Hopkins Hospital*