



## Cook Children's Home Health Wants You!

CCHH is committed to providing the highest quality pediatric care. You are a valuable part of that care. We would like to ask you to participate with us in our efforts to not only provide the best care possible, but to provide it as safe as possible.

Here are just a few specific items we need you to do...

1. Help us avoid medication errors by asking your home care nurse questions about the medications you or your child are taking, like:
  - What is the name of the medication?
  - What is it used for?
  - How do I store it?
  - What are the side effects?
  - What do I do if I miss a dose?
  - What should it look like?
  - How do I check the medication label on the container?
2. Help us avoid infection control issues by asking your home care nurse questions about hand hygiene, like:
  - When do you wash your hands with soap and water?
  - When do you clean your hands with a waterless hand gel?
  - How often should the caregiver be performing hand hygiene?
3. Help us avoid injuries related to falls by asking your home care nurse questions like:
  - What are some age specific precautions I can take in my home to prevent falls?
  - How can I make my halls or stairs safe?
  - How high should the crib side rails be?
  - Do any of my child's medications increase the risk for falls?

If you ever have a question that you do not feel was answered adequately or you feel care provided is unsafe or not high quality, please let us know by calling (682) 885-6294 or (800) 747-8242 and ask to speak with a manager. Thank you again for your support and assistance in helping CCHH in providing safe, high quality care.