

# Why do we keep asking who you are?



It is very important that we confirm you are the right person and that you receive the right care, treatment and results.

At Ramsay Health Care facilities many people are involved in your care.

It is vital that your safety and confidentiality is maintained e.g. when you receive test results.

## Do not be worried if from time to time staff ask for your:

- Name
- Date of birth
- Address
- Reason for your visit
- What test you are expecting to have

## Staff might ask when you are:

- Making and/or attending an appointment
- Entering the hospital/healthcare setting
- Receiving medication or treatment
- At times of staff shift changes (handover)
- Having a procedure e.g. X-ray or blood test
- Being visited or contacted in your home

