

**PFE.4 Patients and their families receive education to help them give informed consent, participate in care process, and understand any financial implications of care choices.**

- PFE.4.1 Patients and families are educated about informed consent.
- PFE.4.2 Patients and families are educated about participation in the care process and decisions.
- PFE.4.3 Patients and families are educated about any financial implications of care decisions.

**PFE.5 Patients and their families are given the necessary education and information by clinical staff and health educators as appropriate to their needs.**

- PFE.5.1 The hospital provides the patient with the necessary education and information about the primary illness and all possible complications.
- PFE.5.2 The hospital provides the patient with the necessary education and information about infection control practices, adding emphasis on basic hand washing.
- PFE.5.3 The hospital provides the patient with the necessary education and information about the required treatments and procedures.
- PFE.5.4 The hospital provides the patient with the necessary education and information about the appropriate and safe use of the medical equipment or appliances.
- PFE.5.5 The hospital provides the patient with the necessary education and information about any surgical procedure needed and its benefits and potential risks.
- PFE.5.6 The hospital provides the patient with the necessary education and information about the pre-operative preparations needed and their importance.
- PFE.5.7 The hospital provides the patient with the necessary education and information about post-operative care (e.g., breathing exercises, diet, and wound care).
- PFE.5.8 The hospital provides the patient with the necessary education and information about the necessary medications, the frequency, potential side effects, and food-drug interactions.
- PFE.5.9 The hospital provides the patient with the necessary education and information about radiological procedures, their benefits, and the potential risks involved.
- PFE.5.10 The hospital provides the patient with the necessary education and information about the rational and benefits of any dietary restrictions.
- PFE.5.11 The hospital provides the patient with the necessary education and information about the conditions in which the patient needs to seek medical assistance and how to access it if necessary.
- PFE.5.12 The hospital ensures that the patient has his follow up clinic appointments.
- PFE.5.13 The hospital provides the patient with the necessary education and information about how to carry out activities of daily living.
- PFE.5.14 The hospital provides the patient with the necessary education and information about community resources for additional care and how to access emergency services if necessary.
- PFE.5.15 The hospital ensures that the patient can always state the name of his most responsible physician.