

Partnering With Your Nurse During Bedside Shift Handover

Bedside Shift Handover

Being a partner and decision-maker with your health care team helps you get the best care possible in the hospital.

Taking part in the bedside shift handover is one way you can be a partner.

Nursing shift changes occur when nurses who are going off duty share information about your care with nurses who are coming on duty.

Your nurses want you to be involved in the shift changes to help make sure you are getting the right care at the right time.

Nurses will meet at your bedside to talk about your care. This gives you a chance to meet the nurse taking over your care, ask questions and share important information with your nurses.

The bedside shift handover does not replace the conversations you have with your health care provider.

You can ask a family member or friend to stay during the bedside shift handover. Please let your nurse know who should be involved. Nurses will only talk about your health with others when you say it is OK.

Times of Bedside Shift Handover

In general, the nurse handover happens every day at about 7 a.m., 3 p.m. 7 p.m. (if the nurse is working a 12-hour shift) and 11 p.m. You may have a nurse handover at a different time.

The report takes about 2 to 5 minutes.

If you would rather sleep during this time, please tell your nurse. Another time will be scheduled to meet with you about your care.

What You Can Expect

During the bedside shift handover, the nurses will:

- **introduce themselves to you and anyone with you.** The nurse coming on duty will write his or her name on the care board in your room.
- **ask about your pain and comfort level.** The nurses will make plans to help keep you comfortable.
- **talk about your goals on the care board.** For instance, you may need to get up three times during the day or take a shower. The nurse will try to help you meet your goal.

Your Role in the Bedside Shift Handover

Before the nurse handover, invite whomever you wish to stay with you during the process and let your nurse know. They are welcome to ask questions or take notes.

Once the nurses come to your room, you can:

- **listen.** You are an important part of your health care team. Your nurses want to make sure you have complete and timely information about your care.
- **be ready to ask questions.** If the nurses use any words or share information you don't understand, ask them to explain it.

If you have any concerns about the quality or safety of your care during your hospital stay, please tell your nurse or health care provider.