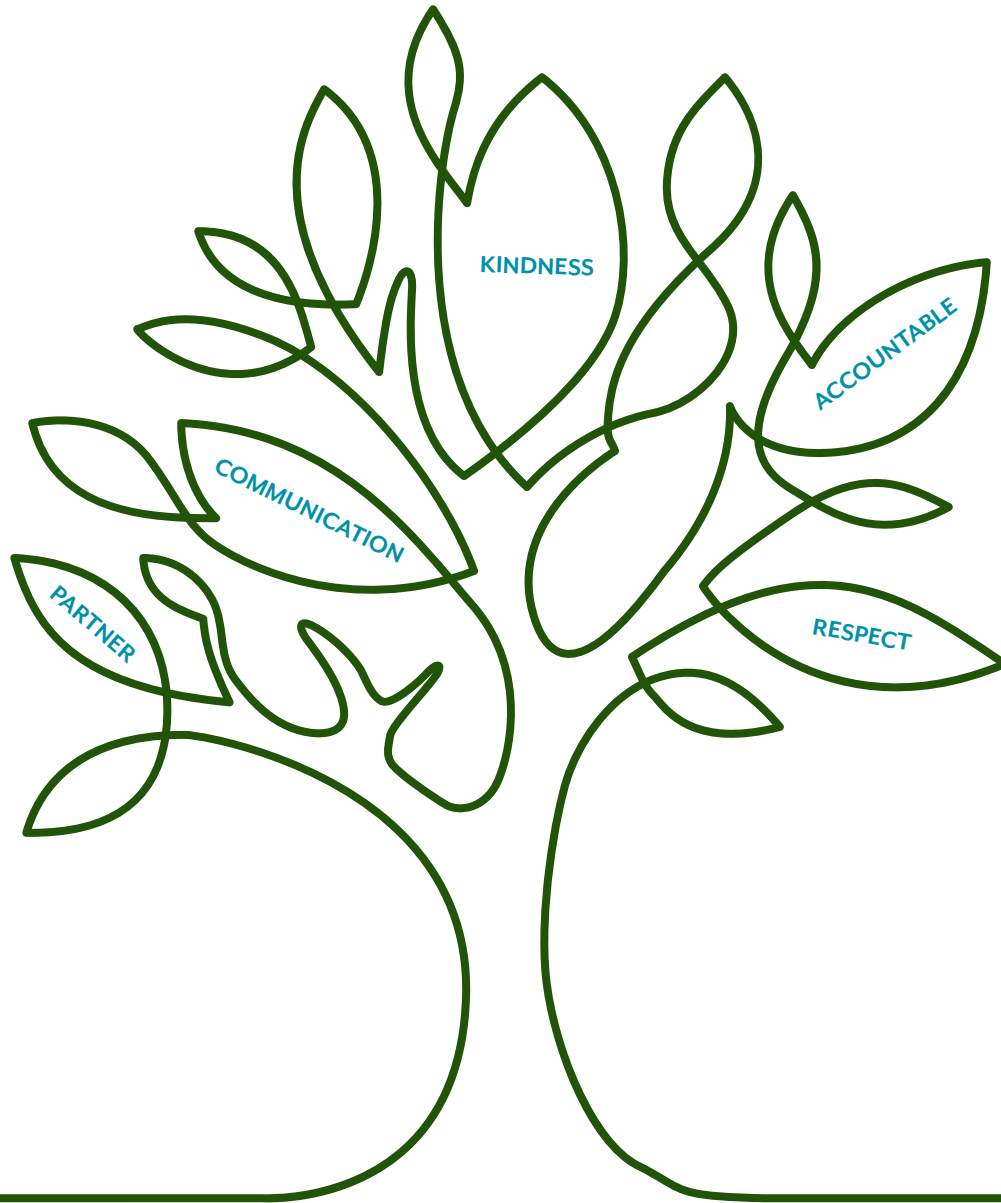


PATIENT & FAMILY DECLARATION OF VALUES



PARTNER

- I will be an active partner in my care, to the best of my ability.
- Involve me, and who I choose, in my care decisions.
- Have big picture conversations with me and my family.
- I will inform my health care provider if I do not understand my treatment plan or what I am expected to do.

ACCOUNTABLE

- I agree to provide accurate and complete medical information (past/present).
- I expect to receive safe, timely, reliable care, and understand the expected outcome.
- I expect care to be accessible to the community, and barrier free.
- If I require referral to another facility, we will ensure you get the care you need.

RESPECT

- I will be treated with dignity, patience and respect at all times.
- I will treat others with courtesy and respect other's privacy.
- See me, listen to me, be honest with me and tell me what to expect.
- Tell me why you are doing/saying certain things.
- My personal and medical information will be kept confidential and in accordance with the legislation.

COMMUNICATION

- I expect you to introduce yourself and explain your role in my care.
- I will have access to timely health information that is delivered in a way that is understandable to me.
- Educate and connect me with the resources I need so I can make informed decisions about my health and well-being.
- Ask me how best to communicate with me.
- I will have an opportunity to provide feedback on my care.

KINDNESS

- Show each other compassion.
- Care for me and ensure I'm comfortable.
- Share our humanity, learn from our experiences together.
- I will recognize the needs of others may sometimes be more urgent than my own needs.

