Patient Declaration of Values

Patient and Family Centred Care

I Value...

Dignity and Respect:
I value being treated with courtesy and respect that fully recognizes my dignity, my privacy, my individuality, diversity and my human rights. I value that my healthcare providers introduce themselves and call me by my name.

Compassion and Caring
I value being treated with empathy, patience, kindness and dignity with a focus on my body, mind and spirit.

Collaboration and Communication
I value being provided with complete information about my condition and treatment plan, so that I and my family can understand, question, and be active participants with my healthcare team, with the ability to make informed decisions. I value having a discharge plan in order to understand the next steps in my care when I leave the hospital.

Quality and Safety
I value that I will receive the best possible care that the hospital staff can deliver, using the most current knowledge and resources. I value that my care will be provided in the safest manner possible to reduce the likelihood of errors or harm. I value the opportunity to review my medical records with my healthcare provider, should I so chose.

Clarity and Confidentiality
I value the opportunity to ask questions of my healthcare providers, and that my personal information will remain confidential.