

Patient Declaration of Values

We are committed to putting our patients first by providing quality, patient and family focused care. Our goal is the best possible patient experience. We depend on patients and families to be our partners in achieving this. Together we value: Having a Voice, Partnership, Courtesy & Respect and Quality.

Having a Voice

Having a Voice means:

- Being personally involved in my care
- Having my questions answered in a way that I can understand
- Talking about my fears and concerns with the healthcare team
- Giving my family the chance to speak to the healthcare team
- Being listened to and knowing that what I have to say will be valued
- Being able to decide if I want to accept or refuse treatment based on my understanding of the risks and benefits involved
- Getting help with a language barrier if I need it
- Telling the healthcare team of any changes in my condition

Courtesy & Respect

Courtesy & Respect means:

- Caring for me with dignity and respect
- Treating me with courtesy and compassion
- Treating others with courtesy and kindness
- Considering my views and my beliefs
- Respecting my right to privacy

Partnership

Partnership means:

- Partnering with my healthcare team to work towards meeting my healthcare goals
- Being updated about what is happening with my plan of care
- Taking part in decisions about my care with the healthcare team
- Being encouraged and supported by the healthcare team
- Learning about my role in patient safety and becoming aware of safety issues and steps I can take to reduce risk
- Doing my part to keep my hospital setting safe, like washing my hands
- Being given information that I understand when I leave the hospital
- Being told the names and roles of all persons providing my care and service
- Being told of any extra costs that I will have to pay

Quality

Quality means:

- Receiving my care in a timely way based on need
- Receiving the best possible quality of care
- Receiving my care in a safe and clean hospital setting
- Responding to my pain with the right amount of pain control

