

# Patient Declaration of Values

The purpose of the Patient Declaration of Values is to share what we, as patients, expect from our health care team.



**I receive PATIENT-CENTRED CARE which means:**

- I am recognized as a unique person with personal values, beliefs, expectations, wishes, and choices that are respected; and
- My family and/or the people who support me are welcomed and involved in my care.



**I am WORKING TOGETHER WITH MY CARE TEAM which means:**

- I am treated as an equal partner in the care team;
- I am involved in conversations about my care, can ask questions, and will receive clear and honest answers;
- Options about my care are explained in a way that I understand; and
- My care team considers all of my health needs and connects me to health and community services.



**I encounter EFFECTIVE COMMUNICATION which means:**

- My care team will communicate with me in a kind, compassionate, and empathetic way;
- My care team members will introduce themselves and let me know what their role is;
- My health information will be kept confidential; and
- My health records will be accurate, complete and available to me and my care team in a timely manner.



**I receive EQUITABLE, ACCESSIBLE, AND UNBIASED CARE which means:**

- My individual needs will be recognized and treated appropriately without prejudice, stigma, assumptions, and judgment; and
- I will receive timely and safe services that are provided in my preferred language.



**I receive HIGH QUALITY HEALTH CARE which means:**

- My care team will deliver safe and reliable care;
- My care team is always striving to use the most up to date methods and technology in my care; and
- My feedback to improve patient care will be taken seriously and I am given the option to stay informed of the outcome of my feedback.