

# DECLARATION OF PATIENT VALUES

## **Communication**

As patients we value timely care and plain language communication from our health care providers. It is also important to us that the sharing of information happens at all levels; from provider to patient and between providers both internally and externally in a confidential manner.

## **Compassion**

Treat us with dignity, kindness and understanding as we struggle with change and illness.

Be thoughtful, respectful and understanding of us and our families.

## **Inclusiveness**

Involve us in our patient-focussed care. Help us to understand and make informed decisions about the care we receive. Honour our beliefs, cultures, diversity and traditions.

## **Reliability**

Consistently demonstrate honesty, credibility and accountability by:

- ❖ Delivering quality care safely and accurately in a timely manner;
- ❖ Striving to keep us as pain-free as possible;
- ❖ Providing a clean, calm environment;
- ❖ Practicing good habits such as hand washing.

## **Respect Confidentiality**

Be diligent in protecting our privacy as patients.

