

Declaration of Patient and Family Values

Our Declaration of Patient and Family Values was developed in consultation with the community and reflects what the community has said is important to them when they visit the hospital.

These values complement the hospital's existing core values of Compassion, Accountability, Respect, Innovation and Collaboration.

PATIENT VALUES

I value being treated as an individual with unique needs and being listened to without judgement.



I value timely access to care and the opportunity to share feedback about my experience.



I value the protection of my privacy, meaningful information about my care, and professional behaviour from my health care team.



I value innovation in health care that starts with clear information about my health and a plan for my care upon discharge.



I value the opportunity to ask questions and participate in my care.



PATIENT RESPONSIBILITIES

I have the responsibility to treat the health care team with courtesy and respect.

I have the responsibility to let staff know when I do not understand information given to me and voice concerns about my care.

I have the responsibility to respect the privacy and confidentiality of others.

I have the responsibility to ask questions about the care being provided and recognize that I am an active participant of my health care team.

I have the responsibility to actively participate in my care and understand decisions I make about my treatment with my health care team.