

## WHAT YOU CAN EXPECT AS A PATIENT

### As a patient, I can expect the following from my hospital:

- Respect** A right to health care services that meet my diverse and unique needs and are provided in a way that respects my individual identity, beliefs, history, culture and ability.
- Quality** A health care experience that is delivered with empathy, kindness and compassion.
- Accountability** Staff, physicians and volunteers to take responsibility for their actions and work with me to make progress towards my health goals.
- Information/ Transparency** Clinical staff and physicians to communicate information clearly so that I can make informed decisions about my care.
- Involvement** I, along with my designated family and caregivers, be recognized and respected as part of the health care team, be fully informed about my condition and have the right to collaborate and make decisions in my care.
- Access** Fair and equal access to Patient Centered Care without any prejudice or biases of any kind.

**If I am an Indigenous patient,** I expect fair and equal access to quality and culturally safe health care including traditional and indigenous-led health services. I expect that my voice matters and that I am welcomed to provide feedback on how culturally safe and equitable care is experienced by Indigenous patients.

## WHAT WE CAN EXPECT FROM YOU AS A PATIENT

### As a patient, I am responsible to:

**Respect** staff, volunteers, visitors, other patients and hospital property and respect that there is a zero tolerance for violence and abusive behaviour.

**Provide health information** that includes an accurate medical and health history.

**Participate** in health care decisions.

**Talk to hospital staff and physicians** about any concerns or questions I have about my treatment and care.

**Be accountable** and follow the agreed upon treatment plan. This includes understanding the possible consequences when care is refused.

**Advise friends and families** to be up to date on the current visitor policy and not to visit if they, or their children, are feeling sick.

