

Principles for Partnership

As a healthcare provider, I will:

- ✓ Include you as a member of the team
- ✓ Work with you, and other partners who treat you, in the coordination of your care
- ✓ Include your family or advocate when you would like us to
- ✓ Treat you with respect, honesty and compassion
- ✓ Always tell you the truth
- ✓ Be responsive and timely with our care and information to you
- ✓ Respect your right to your own medical information
- ✓ Help you to set goals for your healthcare and treatment plans
- ✓ Listen to you and answer your questions
- ✓ Provide information to you in a way you can understand
- ✓ Provide you with information to help you make informed decisions about your care and treatment options
- ✓ Communicate openly about benefits and risks associated with any treatments
- ✓ Respect your privacy and the privacy of your medical information
- ✓ Hold ourselves to the highest quality and safety standards

As a patient, I will:

- ✓ Be a responsible and active member of my healthcare team
- ✓ Inform you of others in my life that I want involved in my health care and wellbeing
- ✓ Treat you with respect, honesty and consideration
- ✓ Always tell you what I know to the best of my ability
- ✓ Give you the information you need to treat me
- ✓ Tell you if something about my health changes
- ✓ Tell you what medications I am taking
- ✓ Participate in decisions about my care
- ✓ Ask questions when I do not understand and until I do understand
- ✓ Learn all I can about my condition
- ✓ Understand my care plan to the best of my ability
- ✓ Communicate any problems I have with the plan for my care