



Patient Declaration of Values

As a *patient*, this is important to me:

Being treated with *COMPASSION*

- I am addressed with kindness, courtesy and concern
- I am listened to and heard
- I am important to my care team

Being treated in a system of mutual *ACCOUNTABILITY*

- I receive complete, timely and accurate information about my care
- I receive care and services from providers who encourage me to ask questions and participate in my care
- I am kept informed of changes that may affect my care

Being treated with *RESPECT*

- I am greeted by care providers who introduce themselves and call me by my name
- I am viewed as a whole person – mind, body and spirit and my individual choices are considered and honoured
- I have my dignity maintained at all times

Being treated within a culture of *EXCELLENCE*

- I receive care and services that are based on best practices
- I am safe and secure during my stay
- I have a way to share feedback, whether positive or negative, about my personal healthcare experience

This Declaration of Values is based on the Joseph Brant Hospital CARE Commitment.