

# PATIENT VALUES

As a patient,

I value...

I expect...

**Respect**

To be treated with kindness, compassion and courtesy.

My dignity to be preserved and my privacy to be honoured.

That I, and others important to me, will be involved in decisions about my care.

**Equity**

To be treated fairly and without discrimination.

**Safety**

Every effort will be made to protect me from harm.

**Patient-focus**

Care that is sensitive to my personal values, beliefs and cultural practices.

**Excellence**

Professional, high quality, coordinated and timely care.

**Communication**

To receive honest, meaningful information about my health and my care.

**Trust**

My care providers will live up to these values every day.

**I will...**

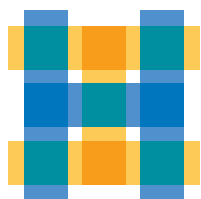
Show courtesy and respect.

Demonstrate understanding and patience.

Provide accurate information.

Ask for help when needed.

# RESPECT



**NORTH  
YORK  
GENERAL**

*Making a World  
of Difference*

