

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...

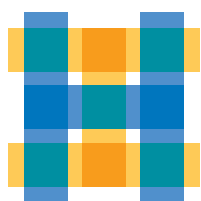
Show courtesy and respect.

Demonstrate understanding and patience.

Provide accurate information.

Ask for help when needed.

RESPECT



**NORTH
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*Making a World
of Difference*

