

# PATIENT DECLARATION OF VALUES

Muskoka Algonquin Healthcare puts patients and families first by ensuring quality care in a respectful and compassionate environment.

In keeping with the Excellent Care For All Act, these values were developed through an open and transparent community consultative process.

## Patients and Families are responsible for:

- Respecting the confidentiality and privacy of other patients
- Treating others with dignity and respect
- Providing accurate information
- Participating in care and asking questions to ensure understanding

## QUALITY OF CARE

- I will receive care of the highest quality that meets safety standards.
- I will receive care in an environment that is safe and clean.
- My access to care and services will be planned with my health care team and be as timely as possible.

## PARTNERSHIP

- My family and I will be informed about my care.
- My family and I will be involved in my care plans.
- My care team will work together to help me achieve my goals.

## RESPECT

- My family and I are treated with dignity.
- I will receive care that respects my unique needs and preferences.
- After being informed, I may accept or refuse any procedure or medical treatment.



## COMPASSION

- My family and I are always treated with courtesy and kindness.
- Staff and physicians listen to my concerns and provide answers to my questions.

## PRIVACY & CONFIDENTIALITY

- I will determine who the health care team can share my information with.
- My care team protects my personal and health information.