



# PATIENT DECLARATION OF VALUES

AS A PATIENT AT RUNNYMEDE HEALTHCARE CENTRE, I EXPECT:



## RESPECT & DIGNITY

- To be asked what is important to me, and how I want to be involved in my care.
- To be asked about my preferences.
- To respect and support my decision when making informed choices.



## EMPATHY & COMPASSION

- To be listened to and treated with courtesy.
- To be shown kindness with a smile and a friendly attitude.
- To be asked who I want to be included in my care team, such as my family.



## ACCOUNTABILITY

- To receive professional and timely access to care.
- To provide input into my care plan.
- To be in a clean and safe environment.



## TRANSPARENCY

- To receive timely and clear communication in a way I can understand.
- To be able to communicate with my healthcare team at regular meetings.
- To be kept up to date about my care.



## EQUITY & ENGAGEMENT

- To be considered a partner in my care.
- To have access to my care team for information.
- To be informed, educated and involved in decisions about my care.