



## Hamilton Health Sciences Patient & Family Declaration of Values

### Patient And Family Values

#### As a patient or family member, I value...

- Being treated with respect and dignity
- High quality care that meets my expectations
- Receiving timely and meaningful information about my care
- The opportunity to take part in decisions about my care and involve others who are important to me in making those decisions
- A healthcare team that communicates and works well together
- The support and encouragement to openly express my opinions about my care
- A hospital that is welcoming and accessible.

### Working Together

#### Working together helps us achieve these values. Staff and physicians, together with patients and families, commit to:

- Listen well
- Speak with respect
- Ask questions
- Respect individual differences

### HHS Values

**Respect:** We treat every person with dignity and courtesy

**Caring:** We will act with concern for the well being of every person

**Innovation:** We will be creative and open to new ideas and opportunities

**Accountability:** We will create value and accept responsibility for our activities