



WATERLOO WELLINGTON PATIENT DECLARATION OF VALUES

You can expect your health care to include:

PATIENT-CENTRED CARE



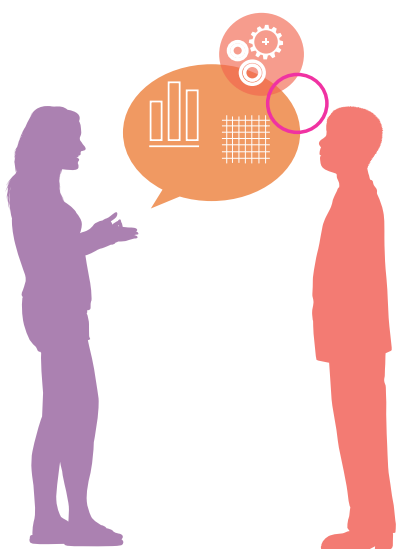
- That understands that you are a whole person,
- Treats you with compassion and respect, and
- Includes your family and support system in your care.

A PARTNERSHIP WITH YOUR CARE PROVIDER



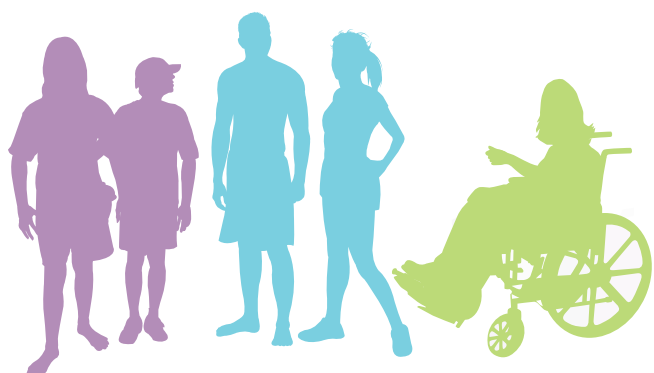
- That shares responsibility and accountability with you,
- Provides care and support to achieve your health goals, and
- Considers all your health needs, connecting you to health and community services.

COMMUNICATION



- That allows you to be heard in a safe and caring environment,
- Provides clear health information that you can understand, and
- Shares open and transparent information with you and your care teams.

EQUITABLE CARE



- That puts your needs first regardless of your situation,
- Eliminates barriers to receiving timely and safe services, and
- Is free of prejudice, stigma and judgment.

CONTINUOUS IMPROVEMENT IN HEALTH CARE



- That provides you with access to the best quality of care,
 - Increases access to new innovative technology and treatments, and
 - Contributes to your confidence and trust in the health system.
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