



Patient Declaration of Values for Ontario

**RESPECT
& DIGNITY**

**EMPATHY &
COMPASSION**

ACCOUNTABILITY

TRANSPARENCY

**EQUITY &
ENGAGEMENT**



Patient Declaration of Values for Ontario

As patients, we expect...

RESPECT & DIGNITY

- ◆ Our individual identity, beliefs, history, culture and ability will be respected in our care.
- ◆ Health care providers will introduce themselves and identify their role in our care.
- ◆ We will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
- ◆ Families and caregivers be treated with respect and seen as valuable contributors to the care team.
- ◆ Our personal health information belongs to us and that it remain private, respected and protected.

EMPATHY & COMPASSION

- ◆ Health care providers will act with empathy, kindness and compassion.
- ◆ Individualized care plans that acknowledge our unique physical, mental and emotional needs.
- ◆ We will be treated in a manner free from stigma and assumptions.
- ◆ Health care system providers and leaders will understand that their words, actions and decisions strongly impact the lives of patients, families and caregivers.

ACCOUNTABILITY

- ◆ Open and seamless communication about our care.
- ◆ Everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
- ◆ A health care culture that values the experiences of patients, families and caregivers and incorporates this knowledge into policy, planning and decision making.
- ◆ Patient and family experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs, and care within it.
- ◆ Health care providers will act with integrity by acknowledging their abilities, biases and limitations.
- ◆ Health care providers to comply with their professional responsibilities and to deliver safe care.

TRANSPARENCY

- ◆ We will be proactively and meaningfully involved in conversations, options and decisions about our care.
- ◆ Our health records will be accurate, complete, available and accessible across the provincial health system at our request.
- ◆ A transparent, clear and fair process to express a complaint, concern or compliment about our care and that it not impact the quality of the care we receive.

EQUITY & ENGAGEMENT

- ◆ Equal and fair access to the health care system and services for all regardless of language, place of origin, background, age, gender identity, sexual orientation, ability, marital or family status, education, ethnic, race, religion, socioeconomic status or location in Ontario.
- ◆ We will have opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system.

Note: The purpose of this Patient Declaration of Values, drafted by the Minister's Patient and Family Advisory Council in consultation with Ontarians, is to articulate patients' and caregivers' expectations of Ontario's health care system. The Declaration is intended to serve as a compass for the individuals and organizations who are involved in health care and reflects a summary of the principles and values that patients and caregivers say are important to them. The Declaration is not intended to establish, alter or affect any legal rights or obligations, and must be interpreted in a manner that is consistent with applicable law.