

# Declaration of Patient Values

This Declaration is St. Joseph's Healthcare Hamilton's commitment to partner with patients, families, and caregivers to provide excellent care regardless of age, gender, race, disability, ill health, faith, culture or sexual orientation. These values are a reflection of what patients, families and caregivers say is important to them while receiving care.

## Respect and Dignity

- Being listened to and treated with courtesy, respect and dignity.
- Receiving compassionate care.
- Being informed of the names and roles of patient's healthcare team members.
- Being asked who the patient considers to be their family and caregiver.
- Having the patient's privacy and confidentiality protected.

## Information Sharing

- Receiving timely, accurate and complete health information.
- Receiving information in a way that is understood.
- Being informed on how to get their personal health information.

## Participation

- Working together with the healthcare team to determine the next steps in the patient's care.
- Being able to ask questions.
- Having a voice of their own or through whomever they choose.
- Participating in care at the level chosen by the patient.

## Collaboration

- Working together with staff to make the care and services better.
- Being included in the policies and activities related to patient and family care.
- Valuing patients' and family's opinions and feedback.

If you have questions or concerns, please contact Patient Relations at: 905-522-1155 ext. 33838 or [patientrelations@stjoes.ca](mailto:patientrelations@stjoes.ca)

St. Joseph's  
Healthcare  Hamilton

