

001_Pat_DeclVal_Poster_08_CNYS_08_May2011.pdf 1 11-05-12 12:54 PM

Patient Declaration of Values

for Waterloo Wellington

As a patient of the hospital or client of the CCAC, I believe I have a right to the best care the organization can deliver.

As a patient or client, I value that...

I am provided with high quality care and services that focus on my whole being – mind, body and spirit.

My family and I are treated with respect, compassion and understanding of our unique needs.

I am an active partner in my health care and as such am given reliable and current information so I can make informed decisions.

I can express my appreciation or concerns about my health care experience knowing that my health care providers are actively listening.

