



Patient Declaration of Values

Our patients and family members have told us that the following values are most important to them. Quinte Health Care is committed to delivering care that is guided by these values.

Compassion (Imagine It's You)

- My family and I will be shown empathy, patience and respect in every interaction, especially at our most vulnerable.
- I can feel confident that QHC is striving to consistently meet my expectations throughout my entire hospital experience.
- I will feel protected in a clean, comfortable and safe environment.
- My access to appropriate care and services will be as easy and timely as possible to support me in maintaining my optimal health.

Respect (Respect Everyone)

- I know that my personal dignity and privacy will be respected.
- Regardless of who I am, and what my abilities may be, I will receive fair and accessible treatment that balances the competing needs of all patients.

Accountability (Take Ownership)

- I will have the opportunity to express concerns and get answers to my questions.
- I will be immediately informed if an error is made and the process to correct the error will be explained to me.

Teamwork (We all help provide care)

- I will be given complete information about my diagnosis and treatment in a way that I can understand, so that my family and I can be active participants in my care and make informed decisions.
- My health care team will collaborate with each other and with others outside of the organization to optimize my personal health and abilities while I am at the hospital and to plan my discharge home.

Learning (Always strive to improve)

- I can feel confident that I am receiving the best possible care the hospital can deliver, using up-to-date knowledge and the intelligent use of available resources.
- My care will be provided in the safest way possible to reduce the likelihood of errors or harm.
- QHC will learn from my patient experience to improve the care provided to others.

What We Ask of You

As partners in your care, we ask that patients and family members also respect the following values while at QHC.

Compassion (Imagine It's You)

- Treat staff, volunteers other patients and families with understanding and dignity.
- Try to be flexible and understand that not all answers can be provided right away.

Respect (Respect Everyone)

- Follow hospital rules and treat hospital property with care.

Accountability (Take Ownership)

- Ask questions when you do not understand. Share your concerns with us.
- Strive to attend your appointments and inform us of any changes to your schedule.

Teamwork (We all help provide care)

- Listen openly to the information provided by your health care team.
- As family members at QHC, provide comfort and support in the special ways that only families can.

Learning (Always strive to improve)

- Acknowledge the important role QHC has in education and contribute to the experiences of students and learners.
- Let us know how we can improve the quality of care at QHC.

Your experience at QHC is important to us. Contact our Coordinator of Patient Concerns if there is an issue you would like to discuss with us.