



# PARTNERS IN YOUR HEALTHCARE.....

## A DECLARATION OF VALUES

Everyone at Dryden Regional Health Centre has a role in creating the best care experience possible. Physicians, staff and volunteers work together to keep you safe. Patients and their families and visitors also have a role.

### As DRHC physicians, staff and volunteers, we will:

- Treat you, your family and visitors with respect and courtesy
- Introduce ourselves
- Clean our hands often and do our best to protect you from infection
- Check your identification prior to a procedure, treatment, or medication administration
- Give you information to help you understand your care and medical condition
- Answer your questions
- Ask you about your pain and keep you as comfortable as possible
- Keep your personal health information confidential, subject to applicable laws
- Help address any special needs or safety concerns
- Provide an environment that is safe and clean
- Commit to safe patient care practices
- Address any concerns you have about your experience as a patient

### As DRHC patients and visitors, we will:

- Treat staff, volunteers, other patients, and families with respect and courtesy
- Provide a clear and complete medical history, including current allergies and medication
- Clean our hands often
- Make sure the information on the patient identification bracelet is correct
- Ask questions when more information is needed
- Be actively involved in our care and treatment
- Participate in decisions about our care
- Be responsible for our personal belongings
- Tell a staff member if we need to cancel or reschedule an appointment(s)
- Help DRHC to maintain an environment that is safe and clean
- Tell a staff member as soon as possible about any concerns

### The staff and physicians of DRHC want to hear your thoughts:

- If you have concerns about your experience as a patient of Dryden Regional Health Centre, or have positive comments to share, talk with a member of your health care team or ask to speak with the manager in your area. If you have additional concerns, contact the Patient Relations at 223-8211 or email [patientrelations@dh.dryden.on.ca](mailto:patientrelations@dh.dryden.on.ca).

All complaints will be handled confidentially and will not affect your care and treatment.



WISDOM



LOVE



RESPECT



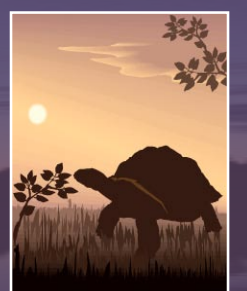
MORAL COURAGE



HONESTY



HUMILITY



TRUTH