

## Patient Values

The table below lists and defines common patient values. Included are patient, family, patient advocate and healthcare provider examples to show what these values look like in action.

Patient Values and Definitions	Patient, Family and Advocate Examples	Healthcare Provider Examples
<b>Respect, Dignity, Empathy</b> <ul style="list-style-type: none"> <li>• Patient's/family's needs and values are listened to and respected</li> </ul>	<ul style="list-style-type: none"> <li>• State my needs and wishes</li> <li>• State my expectations for care and what is important to me e.g. quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• Listen to my needs e.g. physical, emotional, psychosocial</li> <li>• Respect my expectations, choices and cultural views</li> <li>• Answer my questions clearly so I understand</li> <li>• Support me in talks about my care</li> </ul>
<b>Patient and Family Input/ Choice</b> <ul style="list-style-type: none"> <li>• Patient/family are engaged in their healthcare</li> <li>• Patient/family make informed care choices</li> </ul>	<ul style="list-style-type: none"> <li>• Learn about my illness and how to keep it under control</li> <li>• Be as involved in my care as I am able</li> <li>• Know my rights and duties as a patient</li> <li>• Ask for all the facts before I give or refuse my <a href="#">consent</a></li> <li>• Ask questions until I get answers I understand</li> <li>• <a href="#">Choose an advocate(s) to speak up on my behalf</a></li> <li>• Complete a <a href="#">Patient Advocate Agreement</a> form</li> </ul>	<ul style="list-style-type: none"> <li>• Ask me to repeat back the key facts I heard from our discussion</li> <li>• Give suitable care choices that fit with my needs and wishes</li> <li>• Respect my care decisions</li> </ul>
<b>Safety</b> <ul style="list-style-type: none"> <li>• Patient/family receive safe, quality care</li> </ul>	<ul style="list-style-type: none"> <li>• Give my complete and accurate medical history</li> <li>• Tell what medications I take and why I take them</li> <li>• Show my current, completed <a href="#">ISTA medication card</a></li> <li>• Speak up about my <a href="#">concerns</a></li> <li>• Know process to express my views about my care experiences</li> </ul>	<ul style="list-style-type: none"> <li>• Explain clearly any possible safety risks related to my care</li> <li>• Report any unsafe situations that might result in <a href="#">harm</a> to me or another patient</li> <li>• Listen to my safety concerns</li> <li>• Report any suspected or possible patient harm</li> <li>• Learn from my positive and negative patient experiences</li> <li>• Accept input from my family member, my advocate or me in a positive, supportive manner</li> </ul>
<b>Transition and Continuity of Care</b> <ul style="list-style-type: none"> <li>• Patient/family receive safe, coordinated, ongoing quality care</li> </ul>	<ul style="list-style-type: none"> <li>• Ask to be placed on cancellation lists for healthcare services</li> <li>• Phone for my test results and my follow-up appointments</li> <li>• Ask questions before I am <a href="#">discharged</a> or transferred to other providers</li> <li>• Know what I am to do about my care</li> </ul>	<ul style="list-style-type: none"> <li>• Give clear directions about my care</li> <li>• Do what is in my best interest based on my health needs and my life situation</li> <li>• Share the facts with me at transition points and in timely manner e.g. shift change, patient discharge, handoffs or transfers to other health services or other providers</li> </ul>
<b>Access to Care and Support</b> <ul style="list-style-type: none"> <li>• Patient/family have access to and receive facts on how to get safe, quality, suitable services</li> </ul>	<ul style="list-style-type: none"> <li>• Know how to access healthcare services when I need them</li> <li>• Know how to schedule an appointment when I need it</li> <li>• Ask for clear directions on how and when I can get a referral</li> <li>• Know how to <a href="#">access my medical records</a> in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Tell me the process to book appointments</li> <li>• Give me the facts on how I can access services and providers</li> <li>• Give me support based on my needs and abilities</li> <li>• Share my medical records with me and my other providers involved unless I say no</li> </ul>
<b>Privacy/ Confidentiality</b> <ul style="list-style-type: none"> <li>• Patient's personal health information (PHI) is protected</li> </ul>	<ul style="list-style-type: none"> <li>• Protect my <a href="#">personal health information</a> (PHI)</li> <li>• Correct any errors in my PHI</li> <li>• Know how to <a href="#">access my medical records</a> in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Know the PHI Act and the process for me to access my medical records</li> <li>• Know when and what of my health information may be shared with my advocate and family</li> <li>• Direct my inquiries to support access to my medical records</li> </ul>
<b>Information Sharing</b> <ul style="list-style-type: none"> <li>• Patient/family and care providers talk openly about care treatments and living with health conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Give my correct and complete personal health information</li> <li>• Talk about my medications and treatment options</li> <li>• Ask where I can find suitable resources to help me make effective care decisions</li> <li>• Work on keeping my condition/illness under control</li> </ul>	<ul style="list-style-type: none"> <li>• Share correct information in a timely way so I can make informed decisions</li> <li>• Answer my questions in timely way</li> <li>• Tell me where to find reliable facts about my illness</li> <li>• Talk about my ability to keep my illness under control and give me advice</li> </ul>

Sources: i) International Alliance of Patients' Organizations [www.patientsorganizations.org](http://www.patientsorganizations.org) ii) Picker Institute [www.pickerinstitute.org](http://www.pickerinstitute.org) iii) MIPS SAFE Toolkit <http://www.safetoask.ca/s.a.f.e.-toolkit.html>