

Title	Lakeview FHT's Patient, Family and Caregiver Declaration of Values	Policy Number:	1.6
		Original Date:	19 September 2014
Section 1	Administration	Revision Date:	30 November 2021
Approved By	Board of Directors		

POLICY

The Lakeview Family Health Team believes that patients and their families are our partners in the delivery of quality patient care. We wish to promote an environment of open communication, collaboration and respect.

PURPOSE

In implementing this policy, the Lakeview Family Health Team is guided by the rights and responsibilities outlined in the applicable provincial and federal legislation, including the *Patient, Family and Caregiver Declaration of Values for Ontario (2021)*.

Declaration of Values

The Lakeview Family Health Team provides collaborative care built on our values of accountability, empathy, compassion, equity, engagement, respect, dignity and transparency. It is important that patients, caregivers and families understand their rights and responsibilities, to the extent protected by law.

Accountability

Patients* have the **RIGHT** to expect that:

- they will receive open and seamless communication about their care
- everyone on their care team will be accountable and supported to carry out their roles and responsibilities effectively
- patients', families' and caregivers' experiences and outcomes will drive the accountability of the Family Health Team and those who deliver services, programs and care within it
- health care providers will act with integrity by acknowledging their abilities, biases and limitations
- health care providers will comply with their professional responsibilities to deliver safe care

Empathy & Compassion

Patients* have the **RIGHT** to expect that:

- health care providers will act with empathy, kindness and compassion
- individualized care plans will be developed that acknowledge patients' unique physical, mental, emotional, cultural and spiritual needs
- they will be treated in a manner free from stigma, assumptions, bias and blame
- health care providers and leaders will understand that their words, actions and decisions strongly impact the lives of patients, families and caregivers

Equity & Engagement

Patients* have the **RIGHT** to expect that:

- they will receive equal and fair access to the health care and services regardless of ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status or education
- they will have opportunities to be included in the team's health care policy development and program design

Respect & Dignity

Patients* have the **RIGHT** to expect that:

- their individual identity, beliefs, history, culture and ability will be respected
- health care providers will introduce themselves and identify their role in patients' care

- they will be recognized as part of the care team, be fully informed about their health conditions and have the right to make choices in their care, including refusal of care
- patients, families and caregivers will be treated with respect and considered to be valuable partners on the care team
- their personal health information belongs to them, and that it remain private, respected and protected

Transparency

Patients* have the **RIGHT** to expect that:

- they will be informed about health problems, and proactively and meaningfully engaged in conversations about their care, considering options for care, and decisions about care
- their health records will be accurate, complete, available and accessible upon request
- a transparent, clear and fair process will be made available to express a complaint or concern

Patients* also have the **RIGHT** to:

- Receive quality care in a timely fashion
- Be advised in advance of any fees not covered by Ontario Health Insurance Plan (OHIP) that patients are responsible for paying
- Obtain a copy of their medical records and/ or a second opinion

Patients* have the **RESPONSIBILITY** to:

- ask questions and express concerns
- be actively engaged in their own care
- treat others with courtesy and respect
- adhere to all health and safety protocols
- be accountable for their behaviour
- provide accurate information about their medical history and treatments
- maintain healthy habits, to the best of their ability
- comply with treatment plans as best they can, and communicate any concerns to their health care providers
- provide Lakeview FHT with at least 24 hours' notice of appointment cancellations
- present a valid health card
- understand and be responsible for all expenses not covered by OHIP

*Where a patient has a Substitute Decision Maker, the Substitute Decision Maker helps safeguard the patient's rights and assumes the patient's responsibilities.

Ministry of Health of Ontario (2021). *Patient, Family and Caregiver Declaration of Values for Ontario*. <https://files.ontario.ca/moh-patient-family-caregiver-declaration-of-values-for-ontario-en-2021-08-31.pdf>. Accessed Nov. 10, 2021.