

Together, we'll take care...

A Partnership Pledge

Everyone at PRHC takes part in your care and in keeping you safe. Patients and their visitors also have a role. Please join us in creating the best care experience possible.

As PRHC physicians, staff and volunteers, we will:

- Introduce ourselves
- Work together to plan your care
- Explain your care and answer your questions
- Check your identification prior to a procedure, treatment, or medication administration
- Ensure you are taking the right type and amount of medication
- Ask you about your pain and keep you as comfortable as possible
- Clean our hands often and do our best to protect you from infection
- Address any safety concerns you have
- Maintain an environment that is safe and clean
- Respect and be courteous to you and your visitors

As PRHC patients and visitors, we will:

- Ask questions and speak up if we have a concern
- Clean our hands often and remind others to do the same
- Designate one person to liaise with the health care team, if possible
- Make sure the information on the patient identification bracelet is correct
- Provide a clear and complete medical history, including current allergies and medication
- Help PRHC maintain an environment that is safe and clean
- Be responsible for our belongings
- Respect and be courteous to PRHC physicians, staff, volunteers and other patients

Thank you – your involvement is important and we want to hear your thoughts. Your care team members and the manager in your area are available to speak with you. For more detail on any of the above, please see our Handbook for Patients and Visitors.

From Peterborough Regional Health Centre physicians,
staff and volunteers.

www.prhc.on.ca

PRHC
Peterborough Regional
Health Centre
by your side