

Together, we'll take care...

A PARTNERSHIP PLEDGE

Everyone at PRHC takes part in your care during your hospital visit. We are committed to providing the best possible experience and to working with patients and family as members of the healthcare team.

Please join us in creating the best care experience possible for you.

As your PRHC healthcare team, we will:

- Put you, the patient, at the centre of every decision that is made about your care
- Introduce ourselves and explain our role in your care
- Recognize you and your family (as defined by you) as important members of the healthcare team
- Share information in ways that you and your family will find helpful
- Deliver care that respects your values, preferences, and expressed needs
- Involve you and your family in all aspects of the planning, delivery and evaluation of healthcare services
- Be respectful and courteous to patients and family members

As PRHC patients and family members, we will:

- Ask questions and share our feelings and concerns with the healthcare team
- Work with the healthcare team to develop the plan of care and follow it as best we can
- Be open and honest in providing health-related information, including current medications
- Designate, where possible, one person to liaise with the healthcare team
- Provide feedback to support the improvement of care practices and services
- Be respectful and courteous to PRHC physicians, staff, volunteers and other patients

Thank you. Your participation in your care is important, and we want to hear your thoughts. The healthcare team and the manager in your area are available to speak with you.