

As your Care Team we will:

- Include you as a member of the Team
- Treat you with respect, honesty, and compassion
- Always tell you the truth
- Include your family, friends, or support person when you would like us to
- Provide safe and service-oriented care
- Be accessible
- Help you to set goals for your healthcare and treatment plans
- Listen to you and answer your questions
- Communicate in understandable language
- Plan your visit in advance
- Assess your level of pain or discomfort
- Communicate openly about benefits and risks associated with any treatments
- Provide you with information to help you make informed decisions about your care and treatment options
- Work with your other healthcare providers such as pharmacists, social workers, and therapy services
- Continuously improve the quality of our services and care
- Respect your right to your own medical information
- Respect your privacy and the privacy of your personal health information

As a patient I will:

- Be a responsible and active member of the Team
- Treat all Team members with respect, honesty, and consideration
- Always tell the truth
- Respect the commitment you have made to healthcare and healing
- Participate in visit planning phone calls and provide my Team with the information you need to care for me
- Learn about my health conditions
- Participate in decisions about my care
- Understand my care plan to the best of my ability
- Tell you if I have any barriers which affect my ability to read, understand, or participate in my care
- Tell you what medications, herbs, or supplements I am taking both prescription and non-prescription
- Adhere to the controlled substances policy
- Ask questions when I do not understand and until I do understand
- Communicate any problems I have with the plan for my care
- Inform other healthcare providers to communicate with my Team
- Tell my Team if something about my health changes
- Let you know if I have family, friends, or a support person to help me with my healthcare