Partnership

between healthcare providers and the person receiving service

What is expected from interdisciplinary healthcare providers

What is expected from the person receiving health care

Safe, Culturally Responsive, Integrated, Quality care

- **Provide care** in a manner that is respectful, free from stigma, and free from discrimination.
- **Consider spiritual and cultural needs**, including having a spiritual care provider, with written consent from the person receiving care, as a member of their interdisciplinary care team.
- **Formulate healthcare decisions** that are based on clinical assessment, independent of operational considerations, except where provided for by law / regulations / policy (e.g. preventing the spread of infectious diseases such as TB; risk of harm to self or others; risk of falls; etc.)
- **Provide privacy** in personal care and protect confidentiality of health information.

Safe, Culturally Responsive, Integrated, Quality care

- **Treat** healthcare providers, support staff, and others receiving care in the health centre / waiting area / medication administration area, with dignity and respect, free of discrimination.
- **Respect the privacy** of healthcare providers, and others receiving care.
- **Report** any health safety concerns.
- **Understand** that the needs of others requiring care may sometimes be more urgent than your own.
- **Participate** in health safety practices such as handwashing and other public health measures, falls prevention, medication safety, harm reduction measures.
- **Let the healthcare team know** how your cultural and spiritual needs may influence your treatment and choice of treatment.

Communication

- **Provide** the names and roles of each member of the healthcare team.
- **Using plain language** review and explain information about assessments, diagnoses (medical, psychiatric, psychosocial), and the plan of care. Discuss the person's health goals and actively include them in the care planning process.
- **Offer suggestions** on ways of promoting health (prevention and health promotion).

Communication

- **Ask** if you do not know who someone on your care team is or what their role is.
- **Actively take part** in your care plan to the best of your ability (share your healthcare goals and preferences).
- **Understand** that a treatment you ask for may not be provided if it is medically, psychologically, or ethically inappropriate for your particular health condition.
- **Correct any misunderstanding** your healthcare providers may have about your medical and/or psychosocial history.
- **Identify** family or significant others whom, with your written consent, you would like to be part of your care planning process.
- **Provide positive feedback** and feedback on concerns regarding the care you are receiving.

Choice

- **Explain** the options and health consequences of treatments and supports.
- **Acknowledge** a person's decision to refuse treatment to the extent permitted by the law.
- **Recognize** that a person may make decisions contrary to the advice of the healthcare team.
- **When individuals make decisions** contrary to the advice of the healthcare team, including when those decisions might be harmful to themselves, continue to explore options and offer support.

Choice

- **Understand that you can refuse treatment** to the extent permitted by the law and you will be counselled on the health consequences of your choice(s).
- **Understand that when you make decisions** contrary to the advice of your healthcare team, including decisions that might be harmful to you, it is your responsibility to alert your healthcare team regarding any related health concerns.

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