

We will always be ready to respond to your needs and values. Let's partner together to ensure you are getting the best care and treatment possible.

Our mission is your health – Partner with us.

## OUR PARTNERSHIP WITH YOU

TOGETHER, WE CAN FOSTER A CULTURE OF RESPECT, COMPASSION, AND COMPETENT CARE.



National  
Defence

Défense  
nationale

## AS OUR PATIENT, WE WANT YOU TO:

- Communicate openly and honestly with your health care providers about any of your health concerns and carry out all treatment recommendations
- Attend all scheduled appointments and participate actively in decisions about your care
- Be fully informed about all aspects of your care and be able to respect and receive a second opinion if desired
- Utilize CAF health care facilities whenever possible
- Inform CAF health services authorities of any medical or dental care received outside of CAF facilities
- Inform your chain of command of your medical or dental employment limitations

- Actively pursue healthy living, maximize personal resiliency, make wise life-choices, seek support services early, and fully engage in clinical care when needed



## AS YOUR HEALTH CARE PROVIDERS, WE WILL:

- Engage you and your families to ensure their understanding and meaningful participation
- Respect your choices

- Monitor and evaluate service and quality with input from you and your families
- Invite you and your family representatives to help us improve health care delivery
- Partner with you and your families to design and deliver services with you in mind
- Treat you with respect at all times and in the official language of your choice
- Ensure your chain of command understands your medical or dental employment limitations and provide advice and support on how best to manage them
- Support safe, quality patient care by following best-practices and using a collaborative team approach.

