This is what we heard from our patients and families:
As a patient I ask that you always...

**Communicate with compassion**
- Introduce yourself and your role to me.
- Make me feel welcome when I approach you. Smile. Look at me. Say “welcome to...” or “how can I help?” If I’m lost, please walk me to where I need to go, don’t just point.
- Inform me about my care plan and daily activities.
- Stop. Look and listen to me.
- Respond promptly and courteously to my questions or concerns. If you don’t know the answer, please find someone who does.

**Collaborate with compassion**
- Include me and those important to me in decisions about my care, in a way I can understand.
- Get to know me and care about me as a person, by asking about my interests and preferences.
- Say “here is what we can do for you...” instead of what you can’t.
- Speak positively about the people who work here.

**Respond with compassion**
- Answer my call bell promptly. If you can’t help me, please find someone who can.
- Follow through on what you said you would do.
- Initiate gestures of compassion to show me you care.
- Apologize for problems or inconveniences.

Patient and Family-Centred Care | Doing What Matters Most