

Patient Declaration of Values

Integrity

- As a CCH patient, I value care providers who are trustworthy, truthful and transparent in their services provided; my healthcare team exemplifies a 'patient first' philosophy.

Compassion

- As a CCH patient, I value care and treatment which is holistic and patient-centred, responsive to my individual needs and sensitive to my care experience.

Accountability

- As a CCH patient, I value my healthcare team's commitment to excellence from the beginning to the completion of my healthcare journey, always placing my safety and wellbeing at the forefront. Every reasonable effort is made to resolve, in a timely manner, my complaints and concerns.

Respect

- As a CCH patient, I value care and treatment which is culturally sensitive, provided in either official language, healthcare providers committed to patient advocacy and empowerment, and assuring that my rights and entitlements are protected.

Engagement

- As a CCH patient, I value being actively engaged as a equal partner in my care planning and treatment, my healthcare team respects my choices and preferences, and ensures my consent is fully informed.