

Welcome to our office!

We're so glad to see you.

Patient Declaration of Values

All Hamilton Family Health Team (HFHT) practices are committed to delivering what you value in your healthcare. That's why patients, families, and caregivers wrote this **Declaration of Values**—a shared language for treatment between patients and their care team.



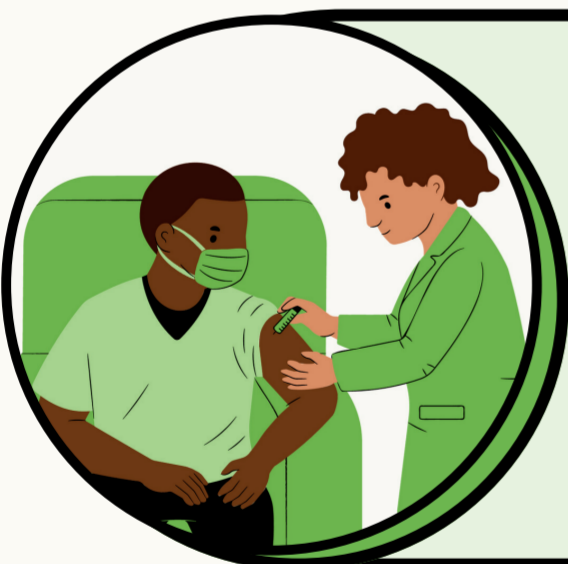
I experience **empathy and compassion** when...

- I feel seen, and my emotions are supported.
- My care plan reflects my unique needs and preferences.
- I feel safe to point out assumptions and biases.
- I have your full attention during my appointment.



I experience **respect and dignity** when...

- I feel welcomed and treated with courtesy.
- My lifestyle, dignity, and individuality are respected.
- My decisions, including giving and refusing consent, are respected.
- My personal health information is private and available to me upon request.
- My feedback is welcomed and taken seriously.



I experience **equity and engagement** when...

- There is equitable access to healthcare regardless of age, ancestry, citizenship, colour, disability, ethnic origin, gender expression and identity, race, religion, sexual orientation, and socioeconomic status.
- I feel empowered to voice concerns about systemic racism and discrimination in care.
- I am a partner, and my voice shapes policy and program design.



I experience **responsibility and transparency** when...

- I receive safe and high-quality care.
- I know what to expect and have the information I need to participate in my care.
- I receive answers to my questions and concerns.
- I can schedule an appointment with my care team quickly.
- I am referred for a test to a specialist and other services as needed.

Your voice matters.

We want to hear from you, whether you have a compliment, question, or concern about your care. Consider speaking with your healthcare provider first, as they know you best; you are also welcome to contact HFHT Patient Relations & Experience at: patient.experience@hamiltonfht.ca or (905) 667-4848 ext. 127.

