

PARTNERSHIP PLEDGE

At West Park, we work together with patients and families to provide care and services. Please join us as a partner in ensuring the best healthcare experience possible.

WE ARE RESPONSIBLE TO:

- Introduce ourselves and explain our role
- Be respectful and courteous, and treat everyone with dignity
- Clean our hands to prevent infection
- Provide safe, high quality care and services
- Maintain a safe, clean and accessible environment
- Check your identification before providing medications, treatments or procedures
- Listen to and address your questions and concerns
- Coordinate and explain your care and services
- Maintain privacy and confidentiality of patients' personal health and financial information

YOU ARE RESPONSIBLE TO:

- Provide all the information you have about your health
- Be respectful and courteous, and treat everyone with dignity
- Clean your hands to prevent infection
- Be actively involved in your health care
- Follow the Centre's safety instructions and policies
- Check your ID bracelet for proper fit and accuracy of information
- Ask questions and let us know if you have any concerns about your care and services
- Respect the privacy of others

