

# Expectations and Responsibilities

## of Our Health Care Workforce, Patients & Families

Alberta Health Services is committed to providing a respectful environment, where everyone is committed to safe, quality care. We believe that when we work together and live our values, we honour our rights and responsibilities.

If you work or volunteer at AHS you have the responsibility of...	Everyone has the RIGHT to...	If you are a patient or family member, you have the responsibility of...
<ul style="list-style-type: none"> <li>• Treating others with respect and dignity</li> <li>• Being respectful and understanding with others</li> <li>• Being prepared to hear, listen and understand others</li> </ul>	<p><b>Be treated with respect</b> <b>Be listened to and heard</b></p>	<ul style="list-style-type: none"> <li>• Treating others with respect and dignity</li> <li>• Considering that other patients may also need help</li> </ul>
<ul style="list-style-type: none"> <li>• Using a calm tone of voice and non-threatening body language</li> <li>• Reporting unsafe or potentially unsafe conditions</li> <li>• Educating patients and families about their role in safety</li> </ul>	<p><b>A safe physical, emotional, and psychological environment</b></p>	<ul style="list-style-type: none"> <li>• Using a calm voice and non-threatening body language</li> <li>• Reporting unsafe or potentially unsafe conditions</li> <li>• Understanding your role in your safety and how you contribute to ensuring a safe environment</li> </ul>
<ul style="list-style-type: none"> <li>• Providing information in simple language, and including patients and families in the development and management of the care plan</li> <li>• Communicating with your team – which includes the patient and family members – by providing feedback and expressing concerns</li> <li>• Knowing and respecting each health care team member’s role and scope of practice</li> </ul>	<p><b>Be part of a health care team (patients, families and health care workforce)</b></p>	<ul style="list-style-type: none"> <li>• Understanding your health care needs</li> <li>• Letting your health care team know when you don’t understand, asking questions and expressing concerns</li> <li>• Understanding your role in your care plan to the best of your ability</li> </ul>
<ul style="list-style-type: none"> <li>• Sharing information relevant to patient care</li> <li>• Giving timely responses to questions and concerns</li> <li>• Maintaining confidentiality</li> </ul>	<p><b>Information to provide or receive care</b> <b>Confidentiality</b></p>	<ul style="list-style-type: none"> <li>• Providing relevant information to your health care team</li> <li>• Maintaining the confidentiality of other patients’ health information</li> </ul>