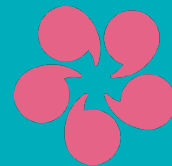


# Shared Commitments



## With you. For you.

The Shared Commitments aim to improve the healthcare experience of patients, families and healthcare providers by building strong, trusting relationships and partnerships between those receiving and providing care at Alberta Health Services. The Shared Commitments were created with you, for you.

### Together we can:

**Be Partners:** You know your health best. You and your chosen support persons are welcomed as partners in care. You can participate fully as a member of the care team by asking questions, sharing your healthcare goals, and telling us how you want your chosen support persons involved. We respect the choices you make around your care.

**Embrace Compassion and Respect:** Healthcare is better when we treat one another with compassion, dignity, and respect. If you feel you have not been treated with respect or your needs have not been met, let us know. We will take steps to understand your views and improve your experience.

**Be Inclusive:** Our goal is to offer everyone welcoming places and spaces where all people are safe, respected and accepted. When you share your beliefs, values, cultural practices and what matters to you, we shape more inclusive and supportive care together.

**Build Understanding:** When talking with you we are clear and open, so you are empowered to act. We will listen, ask you questions, and ensure you can access your health information. By letting us know about you and your health, we can offer you the information and care you need.

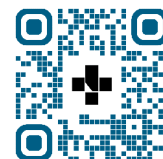
**Honour Privacy and Confidentiality:** We need to collect, use and share specific health and personal information about you while providing you with care. We will keep your information secure and support your privacy. You can tell us who you want your information shared with, to help provide you support. You can also support the privacy of other patients and providers by obtaining permission if you wish to take a picture or make a recording.

**Discuss Your Concerns:** We work to make everyone feel safe, encouraged, and able to talk about quality and safety concerns. You can talk with us about what's helped in your care and how we can improve. We're committed to giving you open, timely ways to share feedback with us.

**Promote Safe, High-Quality Care:** We support your health and well-being by providing safe, high-quality care based on evidence and best practices. We will work with you to create a care plan that you are able to follow. If you feel anything is missing, let us know.

**Champion Access:** We are committed to equitable healthcare access for all Albertans through inclusive environments and practices. By letting us know if you face specific challenges that impact your ability to receive care, we can explore options to support you.

**We're here for you.** If you have feedback or concerns about your care, we encourage you to reach out to your care team directly so they can work with you to address your concerns. If you still have feedback or concerns, you can contact Patient Relations by calling 1-855-550-2555 or scanning the QR code.



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Learn more: [ahs.ca/SharedCommitments](https://ahs.ca/SharedCommitments)



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Commitments