

## Partner with us in your healthcare journey

At Alberta Health Services, patients and their families are at the centre of all we do and every decision we make.

We recognize that healthcare is rooted in people and how they relate to each other.

That's why we created a set of Shared Commitments between patients and healthcare providers.

## About the Shared Commitments

The Shared Commitments aim to improve the healthcare experiences of Albertans by engaging patients and their families in their care.

They also help healthcare providers build strong and trusting relationships with patients and families.

The Shared Commitments were developed in partnership with patient and family advisors and stakeholders who both receive and deliver care.

We invite you to learn more about our Shared Commitments and ask how you can help bring them to life.

## Share your feedback

Your feedback matters and helps us improve the care and services we provide.

If you have feedback or concerns about the care or other services you or a family member received while in AHS care, we encourage you to speak to your healthcare team directly so they can address your concerns immediately.

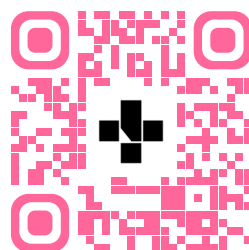
If you still have feedback or concerns about your care, you can contact Patient Relations.

**Phone: 1-855-550-2555**

**Fax: 1-877-871-4340**

**Web: [ahs.ca/patientfeedback](https://ahs.ca/patientfeedback)**

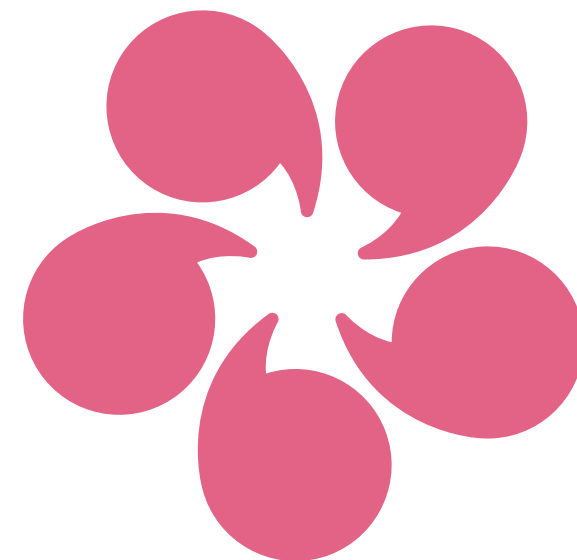
**Scan the QR code:**



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

With you.  
For you.

# Shared Commitments



Shared  
Commitments

# Our Shared Commitments

## 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

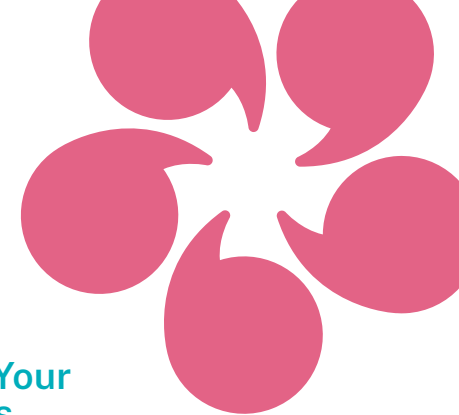
Our goal is to offer everyone welcoming places and spaces where all people are safe, respected and accepted. When you share your beliefs, values, cultural practices and what matters to you, we shape more inclusive and supportive care together.

## 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.

