

Partners in Care: Our Mutual Commitments



BC Cancer Agency

CARE + RESEARCH

An agency of the Provincial Health Services Authority

As providers of your care we commit to:

- Treating you with respect, dignity and courtesy.
- Providing timely, competent care in a clean and safe environment.
- Partnering with you to plan your care, providing you with clear and full information to make your own health care decisions; answering your questions thoroughly and clearly.
- Maintaining the privacy and confidentiality of your health information.
- Providing an interpreter for important conversations where possible.
- Your right to provide us with feedback (compliments and/or complaints); providing you with a timely response and reassurance that it will not affect your care.



As a person receiving care you and your representatives commit to:

- Treating other patients, family members and the health care team with respect, dignity and courtesy.
- Informing us of anything that could affect your present condition.
- Participating with your health care team to develop a plan of care that meets your needs.
- Following your plan of care to the best of your ability and accept responsibility for the decisions you make about your care.
- Asking questions and informing your health care team when you do not understand information given to you.
- Understanding BCCA's role in health care teaching and research; as such, students, interns and residents may be involved in your care.
- Acting in a safe and responsible manner.
- Respecting BCCA/PHSA property, policies, rules and regulations.