

Principles for Partnership

As your healthcare partner we promise to:

- Include you as a member of the team.
- Treat you with respect, honesty and compassion.
- Always tell you the truth.
- Include your family or advocate when you would like us to.
- Hold ourselves to the highest quality and safety standards.
- Be responsive and timely with our care and information to you.
- Help you to set goals for your healthcare and treatment plans.
- Listen to you and answer your questions.
- Provide information to you in a way you can understand.
- Respect your right to your own medical information.
- Respect your privacy and the privacy of your medical information.
- Communicate openly about benefits and risks associated with any treatments.
- Provide you with information to help you make informed decisions about your care and treatment options.
- Work with you, and other partners who treat you, in the coordination of your care.

As a patient, I promise to:

- Be a responsible and active member of my healthcare team.
- Treat you with respect, honesty and consideration, and to refrain from raising my voice or using profanity.
- Always tell you the truth.
- Respect the commitment you have made to healthcare and healing.
- Keep my appointments, and be on time. If I cannot keep an appointment, or will be late, I will call the medical office immediately.
- Be responsible for paying my bill.
- Give you the information that you need to treat me, including explaining what other care I may be receiving from providers outside of Wake Health Services.
- Learn all that I can about my condition and understand my care plan to the best of my ability.
- Participate in decisions about my care and ask questions when I do not understand.
- Tell you what medications I am taking.
- Communicate any problems I have with the plan for my care.
- Tell you if something about my health changes.
- Tell you if I have trouble reading.
- Let you know if I have family, friends or an advocate to help me with my healthcare.