

<i>As a person receiving care, it is important that...</i>	Some of the prioritized values
<ul style="list-style-type: none"> • That providers acknowledge my vulnerability from point of signing in – the nature of receiving care means giving up some control • I know what will happen in my care: providers look at me, know my name, explain what will happen, timeframe, give me a heads up on what will happen in the next 30 minutes, are clear on what they expect from me as a patient • I feel safe to trust my care providers (to know they were skilled, competent) • I am comfortable communicating and asking questions of providers – to help me be informed • There is positive interaction with me – smiles, attention • My providers take time to know the me as a person/patient (really listen carefully) • My providers introduce themselves, check if I have any questions • My providers ask if I have any concerns or fears or uncertainty • Access to care is reasonably swift/timely • Physical aspect of care is appropriate to me (e.g. not made climb stairs when patient has COPD) • Care providers communicate clearly • I be treated with honesty • I be treated with respect • I be treated with dignity • I be included in the conversation about my care (i.e. value of inclusiveness) • I know what options are available • I feel accepted and not judged • I have an advocate (e.g. those with mental illness) • I have the information I need so I feel less vulnerable/disempowered (should be routine in principle for the provider but uniquely delivered for the patient) • Giving me a say – give me as much information as I need/want (note: some patients prefer less info therefore be aware/ask the individual what they want/need) • treating me like a human – individual openness, facilitating communication, building the relationship, taking time • My provider repeats information or ensure I have a support person present who can help to clarify • There is trust between care providers and patients • There is enough time to allow relationships to be established (which is necessary for trust to develop) 	<ol style="list-style-type: none"> 1. Build trust between patient and care providers 2. Provide/allow enough time to build relationships (vs. rushing things, not having enough time to connect) 3. Patients as people 4. Respect – open, clear communication; personable; timeliness; it’s unique to me 5. Relationship – empathy 6. Individuality 7. Being present (the providers)