As your healthcare provider, we pledge to:

- Include you as a member of the team.
- Listen to you and answer your questions in a way you can understand.
- Treat you with respect, honesty and compassion.
- Tell you the truth.
- Respect your privacy and the privacy of your medical information.
- Include your family or advocate when requested.
- Follow the highest quality and safety standards.
- Be responsive and timely with our care and information to you.
- Help you follow your health goals and treatment plans.
- Give valuable information so you’re able to make informed decisions about your care.
- Work with you and other providers to coordinate your care.

As our patient, you pledge to:

- Be an active member of your care team.
- Tell us the truth, so we can determine the best way to treat you.
- Tell us what medications you are taking.
- Learn about your condition.
- Participate in decisions about your care and let us know if you don’t feel comfortable with anything.
- Let us know if you’d like family or friends to participate in your healthcare decisions.
- Ask questions until you fully understand your treatment.
- Alert us to changes in your health.
- Let us know if you have trouble reading your care instructions so we can help.

Excerpted from the National Patient Safety Foundation’s Universal Patient Compact, 2008.