

Frequently Asked Questions for Patients

These FAQs were developed for patients receiving care or accessing services at Alberta Health Services (AHS) and your designated family/support persons*. They will help you understand the Shared Commitments and how you can help bring them to life.

About the Shared Commitments

Why did AHS introduce the Shared Commitments?

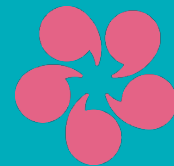
- We introduced the Shared Commitments to ensure there was a standard, consistent approach to patient rights and responsibilities across AHS.
- They will help you and your designated family/support persons know what you can expect while receiving care or accessing services with us.
- The Shared Commitments will also help improve the relationship between you and your healthcare providers. They support stronger partnerships and communications between you and your healthcare team.
- They also give you and your designated family/support persons a clear role in your care and will help you be a strong advocate and partner in your care.
- We believe the Shared Commitments will improve your healthcare experience and allow us to continue providing safe, high-quality care.

How long will it take to implement them?

- The Shared Commitments were piloted at select sites in fall 2023 and will be introduced to patients and families across AHS starting in spring 2024. They will be gradually implemented across the organization.
- Like anything new, it will take time for everyone to learn about the Shared Commitments and fully integrate them into their day-to-day practice. However, many of the commitments are already in practice in many ways across AHS, so they aren't entirely new. Those practices will continue.
- We encourage everyone to take the time to read the Shared Commitments and consider how they can bring them to life if they aren't already.

**A designated family/support person is an individual that you identify as an essential support, and who you want included in planning and decision making around your care.*

Shared Commitments



What role do I have in the Shared Commitments?

- You and your designated family/support persons have an important role in implementing the Shared Commitments. You are an active partner in your care. Here are some of the ways you can bring them to life:
 - Share what matters to you in conversations with providers.
 - Ask questions to learn how you can take better care of your health.
 - Discuss any concerns or feedback about your care with your healthcare team.
 - Follow-up with your healthcare provider if you're waiting for more information or to see a specialist.
 - Respect the privacy of others around you.
 - Contribute to a respectful and inclusive environment.
 - Demonstrate behaviors that reflect the commitments, and more.

What role does my healthcare provider have?

- Your healthcare team has an important role in the Shared Commitments, including:
 - Introducing and explaining the Shared Commitments to you and your designated family/support persons and providing you with more information, if requested.
 - Demonstrating behaviours that reflect the commitments.
 - Championing patient and provider partnership.
 - Supporting the resolution of concerns identified by you or your designated family/support persons and more.

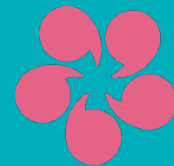
What happens if my healthcare team doesn't follow them?

- We encourage you to speak directly to your healthcare provider regarding your concerns. Ask them who will follow-up with you about your concern. You can also ask to speak with a patient care manager.
- If your concern is unresolved, you can also contact Patient Relations at 1-855-550-2555 or at ahs.ca/patientfeedback.

Why are some healthcare providers more familiar with Shared Commitments than others? It seems like I get a different experience depending on who I see.

- The Shared Commitments are based on relationships between a patient and a provider. Because each person is unique, the way a commitment is demonstrated may look different.
- Each healthcare provider will decide when the best time is to talk about the Shared Commitments with you, and this might look different from one setting to another.

Shared Commitments



- For example, you might receive a handout from an admitting clerk; a triage nurse might have a conversation with you first and then provide you with additional information; a physician may ask if you're aware of the Shared Commitments during your appointment.
- There is no one way for Shared Commitments to be implemented.

Where can I find out more information about Shared Commitments?

- We encourage you to ask your healthcare provider about the Shared Commitments. There are also resources for patients and families available online at ahs.ca/SharedCommitments.

Patient Concerns

Who do I talk to if I have concerns about my care?

- We encourage you to speak directly with your healthcare team about any feedback or concerns you may have about the care or other services you or a family member received while in AHS care. This allows them to address your concerns immediately.
- If you still have feedback or concerns, you can contact Patient Relations.

How do I contact Patient Relations?

- You can reach them by:
 - Phone: 1-855-550-2555
 - Web: ahs.ca/patientfeedback
 - Mail: c/o Patient Relations, 10030 107 Street NW, Edmonton AB T5J 3E4
- You can learn more about how your feedback or concern is addressed at ahs.ca/patientfeedback.

Will things become worse for me if I raise a complaint?

- No. You have a right to express your concerns with the healthcare or services that you receive from AHS. Your feedback is important to us and is seen as an opportunity to improve the care and services we provide.
- We value your input and are committed to addressing all patient concerns in a fair and objective manner.

For more information

- **Shared Commitments:** ahs.ca/SharedCommitments
- **Patient Relations:** ahs.ca/patientfeedback