

Canadian Heart Failure Patient & Caregiver Charter

A Patient/Caregiver Charter outlines a set of rights and responsibilities to support the creation and implementation of a national standard of care for Canadians living with HF and their caregivers. Access to care, medical therapies, and support services varies widely from one region to the next. The overall goal of this Charter is to support establishment of high quality care that is provided consistently across the country. It provides a guide:

For patients and caregivers:

To know what to expect throughout their care continuum.
To be empowered to ask the questions that matter to them.
To understand their individual responsibilities for their own health.

For healthcare providers:

To understand the lived experience, recognize opportunities within their system of care, and identify solutions that will fit their local setting.

For policymakers and private payers:

To guide the identification of opportunities within their jurisdictions and support development of solutions.

Patient Rights

As a Canadian living with Heart Failure, I have the following rights:

- 01** Receipt of an accurate and timely diagnosis of HF.
- 02** Availability of services and resources to support my mental health throughout my care continuum.
- 03** Access to educational tools and resources, including a care plan, to empower me to effectively self-manage my health.
- 04** Empathy and compassion from health care providers.
- 05** Access to multidisciplinary care team throughout my journey.
- 06** Timely access to the best standards of care and medical therapies that are currently available.
- 07** Opportunity to provide input into decisions.



Who Is This Charter Intended For?

- Patients
- Caregivers, including family members and loved ones
- Health care providers
- Policymakers
- Private payers

Download the complete Charter at:

www.heartlife.ca