

People-Centred Care Policy

1. Purpose

This policy outlines our clinic's commitment to delivering diagnostic imaging services that are safe, respectful, culturally sensitive, and centred around the needs, values, and preferences of every patient.

2. Policy Statement

Our diagnostic imaging clinic is dedicated to providing people-centred care. We support each patient as an active partner in their care and ensure their experience is comfortable, informed, and dignified at every stage of their visit.

3. Guiding Principles of People-Centred Care

3.1 Respect, Dignity & Cultural Safety

- All patients are treated with compassion, courtesy, and respect.
- We recognize and honour cultural, religious, gender, and accessibility needs.
- Private change rooms, respectful draping, and clear explanations are provided before any exam.
- Patients are supported in asking questions and making informed choices.

3.2 Clear Communication & Informed Consent

- Procedures are explained in clear, understandable language.
- Patients are informed about what to expect before, during, and after imaging.
- Required preparation, safety checks, and procedural steps are communicated in advance.
- Patients may bring a support person when appropriate.
- Informed consent is obtained for all examinations, including intimate procedures.

3.3 Patient Involvement & Shared Decision-Making

- Patients are encouraged to take an active role in their care.
- Questions about safety, radiation exposure, ultrasound techniques, and clinical need are answered.
- Patients have the right to pause or decline a procedure at any time.

3.4 Timely Access & Transparency

- Services offered
- Appointment vs. walk-in exams
- Estimated wait times
- Timeline for results
- Fees for uninsured services
- How to arrange follow-up or repeat imaging

3.5 Comfort, Privacy & Safety

- Staff follow strict safety and infection-control protocols.
- Gowns, draping, and privacy measures are provided.
- Exams are performed by licensed and certified imaging professionals.
- Personal health information is protected under PHIPA.

3.6 Emotional Support & Trauma-Informed Care

- Staff recognize signs of anxiety or distress.
- Reassurance and communication are provided throughout the exam.
- Breaks offered during long exams.
- Care adapted for trauma history, communication barriers, mobility issues.
- Gender-appropriate chaperones available upon request.

3.7 Accessibility & Special Needs Accommodation

- Mobility devices accommodated
- Support for vision or hearing impairments

- Language interpretation with advance notice
- Extra time or support provided when needed

3.8 Continuous Quality Improvement

- Staff engage in ongoing training.
- Patient feedback is reviewed and used to improve services.
- Quality, wait times, and safety practices are routinely monitored.

4. Patient Feedback & Concerns

Patients are encouraged to share comments regarding satisfaction, privacy, safety, or suggested improvements. All feedback is reviewed promptly and respectfully.

5. Our Commitment

We provide imaging care that is Safe, Respectful, Compassionate, Culturally sensitive, Evidence-based, Transparent, and Patient-driven.

Your comfort, dignity, and health remain at the centre of everything we do.