

## People-Centered Care:

At Gam Diagnostic Imaging we encourage a collaborative environment with our clients, users, families and staff to ensure a positive experience for all. We promote trust in the service provider, strong and authentic services, open communication, a service with respect, dignity and compassion. Other important aspects are providing a safe environment where they feel supported and encouraged with a team that meets patient needs.

We aim to create an inclusive care environment that values patient needs, preferences and experiences. We welcome the sharing of lived experiences, cultural practices and contribution to treatment plan success. We emphasize the importance of diversity in all aspects, working with patients instead of for patients.

We strive to continuously identify, address and eliminate barriers to the best of our ability and to engage patient and family members into collaboration. We aim to reflect these ideologies through our policies and procedures that are constantly evolving.

These include:

- Patient Safety
- Accessibility
- Privacy and confidentiality
- Respect
- Discrimination
- Patient feedback

If you would like to contribute to our People Centered Care approach or if you have any concerns about our clinics, staff or practices please contact any member of our team.