



# Our Respectful Care Commitments to Every patient

**1** **Treat you with dignity and respect**  
*throughout your hospital stay*

**2** **Introduce ourselves and our role**  
*on your care team to you and your support persons when entering the room*

**3** **Learn your goals for birth and after:**  
*What is important to you for your birthing experience? What are your concerns? How can we best support you?*

**4** **Work to understand you,**  
*your background, home life, and health history so we can make sure you receive the care you need*

**5** **Communicate well**  
*across your health care team to ensure the best care for you*

**6** **Partner with you for all decisions**  
*so that you can make choices that are right for you*

**7** **Value personal boundaries and always respect your dignity and modesty**  
*including asking your permission before entering a room or touching you*

**8** **Practice “active listening”**  
*to make sure you, and your support persons are heard*

**9** **Recognize your prior experiences with healthcare may affect how you feel during your birth,**  
*we will strive at all times to provide safe, equitable and respectful care*

**10** **Make sure you are discharged with an understanding of warning signs,**  
*where to call with concerns, and with follow-up care visits arranged*

**11** **Ensure you are discharged with the skills, support and resources**  
*to care for yourself and your baby*

**12** **Protect your privacy**  
*and keep your medical information confidential*

**13** **Be ready to hear any concerns**  
*or ways that we can improve your care*

**14** **Attend to your needs in a timely way,**  
*including taking your pain level seriously*



Ariadne Labs and the Perinatal-Neonatal Quality Improvement Network (PNQIN) of Massachusetts work together to make sure all patients receive respectful and high-quality care.