

Patient Expectations

As an individual living with Heart Failure (HF), I have the following expectations:

- 1 To receive a timely and accurate diagnosis of HF.
- 2 To have access to an integrated multidisciplinary care team and to be included in shared decision-making throughout my care journey.
- 3 To have timely access to the best standards of care and medical therapies currently available.
- 4 To have access to educational tools and resources, including a care plan which empowers me to self-manage my health effectively.
- 5 To have access to services and resources necessary to support my mental health care from diagnosis onwards.
- 6 To experience empathy and compassion from my healthcare providers.
- 7 To have the opportunity to contribute and participate as an equal stakeholder in future HF research.
- 8 To enquire if more can be done, such as further opinions from other health professionals specialising in heart failure if the care is not felt to be achieving optimal outcomes.

Patient Responsibilities

As an individual living with HF, I am ultimately responsible for taking care of my own health, supported by my family/ caregivers and healthcare team, who do their best to guide and assist me.

- 1 Maintaining healthy behaviours.
- 2 Self-monitoring my HF symptoms.
- 3 Seeking medical help when I need it.
- 4 Taking my medication as my team prescribed.
- 5 Following the advice of my healthcare providers.
- 6 Asking questions when I don't understand.