



# Heart Failure Patient & Caregiver Charter



An International collaboration  
of heart failure patient  
organizations and patients

## 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 timely access to the best standards of care and medical therapies currently available.
- 3** To have access to an integrated multidisciplinary care team and to be included in shared decision-making throughout my care journey.
- 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 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.

## 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 behaviors.
- 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.