

# BreastScreen Aotearoa Manaakitanga Charter



BreastScreen  
Aotearoa

1

## **We will acknowledge you when you enter any of our spaces.**

This helps get over the awkwardness of new spaces and people. So, we'll say hi, introduce ourselves so you feel welcomed.

2

## **We will always use your name.**

Your NHI number is not who you are, you're more than that. Your name is a gift and we will use it throughout your appointment.

3

## **We will always encourage you to ask questions.**

Understanding what's going on will help you make informed decisions. If you have questions or are unsure about anything, please ask any of our team and they will answer them as best as they can.

4

## **We will protect your modesty.**

We will protect your modesty. Your body is sacred and we will offer you something to cover up with while waiting.

5

## **We will be present with you.**

We all have demands on our time, but while you are with us, we will listen and engage with you throughout the process because you deserve that.

6

## **We will always say thank you.**

Just as saying hello is important, we will always acknowledge when you leave, because in two years time you will return again. But if you have questions before then, you can always get in touch.