

Guiding you through the process **FREQUENTLY ASKED QUESTIONS**

1 What can we do?

- Provide information on the concern process
- Assist patients and families to navigate the health care system
- Direct patients and their families to the appropriate person within the system
- Help those with questions related to rights of the patient, or concerns about care and services
- Provide advice on conflict resolution for patients, families and hospital personnel
- Investigate patient concerns and provide conclusions in a timely manner
- Make recommendations to improve patient care following investigation of a concern

2 How can I file my concern?

- You can submit your concerns to the Territorial Manager Patient Relations
- Verbally – in person, or via telephone
- Writing – email, posted letter, or by completing a standard downloadable form

3 What is a concern?

While Department of Health (DH) strives to provide the best possible care, you might believe that you

- Have not received the service you wanted or needed
- Were not listened to
- Were not respected

Complaints may be about any care or service provided in or outside of Nunavut by any staff or contracted health provider of DH. The care or service may have been provided at a health centre, a hospital, a residential care home, a boarding home, Non-Insured Health Benefit (NIHB) dental office, or within any of our health services.

4 Who can file a concern?

A complaint, concern or issue may be raised by anyone who is receiving, or has received health care services from DH and its contracted health providers.

Friends or relatives can also raise complaints, concerns or issues on behalf of a patient named in any case where that patient

- Has died
- Is a child*
- Is unable by reason of physical or mental capacity to make the complaint himself/ herself
- Has requested a representative to act on his/her behalf

* Once a concern is filed, the parent or guardian will be made aware of the concern and application to file. Contact information for the parent or guardian must be provided for the file to move forward.

HOW CAN I FILE A CONCERN?

STEP

1

The first step toward voicing your concerns is to bring the issue to the attention of those closest to your care – the nurses, physicians or other staff looking after you.

In many cases, these individuals have the greatest knowledge about your situation and are able to respond to your concerns quickly and efficiently.

STEP

2

If you are unable to address your concern at the point of care ask to speak with the manager of the unit or service area where you were located.

The manager will contact you and set up at a time that is convenient for the two of you to discuss your concerns.

STEP

3

If you remain unsatisfied after speaking with the health centre manager, you might consider bringing your concern to the Office of Patient Relations.

You can submit your concerns verbally – in person, via telephone, in writing – email, posted letter, or by completing a standardized downloadable form.

5 What happens with my concern?

If a concern is received by form, letter, email, or through voice-mail, we will acknowledge receipt of the concern within 48 hours. Concerns registered in person or over the phone are acknowledged at the time they are received. After your concern is received the information you provided is documented and forwarded to the appropriate individuals for investigation.

6 How long will it take to address my concern?

The Territorial Manager Patient Relations works with you to address your concern as quickly as possible. The length of time it takes to investigate and address a concern can be influenced by the complexity of the issue and the number of individuals involved in the investigation. You may be contacted during the investigation process for updates, or to provide additional information or clarification.

The general guideline for response is as follows:

48 HOURS Territorial Manager Patient Relations acknowledges receipt of concern to patient or patient's representative, logs and tracks concern, sends it to appropriate Executive Director and regional point person.

5 DAYS Regional Executive Director and regional point person work to address concerns, provide a response to patient or patient's representative verbally or in writing depending on complexity. Should a written response be required a copy is forwarded to the Territorial Manager Patient Relations for logging, tracking and record keeping.

5 PLUS DAYS concerns elevated to the ADM and/or Concern Resolution Committee may take over 5 days to resolve, depending on complexity. Regular communication between DH and the patient or patient's representative is expected. DH ideally issues a formal written response within 2 weeks from date a concern is received. However, the timeline is based on case complexity and may take longer to address.

7 How will I be advised of the resolution or outcome of my concern?

Once your concern has been resolved and closed, you will be contacted, with a response, which could either be verbal, or in writing depending on complexity.

8 What if I want to share a positive feedback or a good story?

Your feedback is important to us. We use this information to improve services and highlight the work of our care providers. Please send your feedback to us and we will distribute it to the appropriate individuals. Be sure to include your contact information, as we may seek your permission to share your story more broadly in our external communication materials.

Patient Relations Here for you

We welcome any suggestion you have on how to make your relationship with us more comfortable. We use this information to improve quality on a number of levels. If you have suggestions, feedback or concerns, we would like to hear from you. Feel free to speak with any member of your care team, or you can contact the Territorial Manager Patient Relations.

OUR COMMITMENT

You can expect us to

LISTEN to feedback, suggestions, concerns

RESPECT feedback, suggestions and concerns from patients, their families and the health care team

COMMUNICATE your feedback, suggestions and concerns to appropriate members of the health care team

ANSWER questions about services, policies and procedures

SUPPORT a confidential, courteous and respectful environment

CONTACT US:

Office of Patient Relations
Department of Health

P.O. Box 1000, Station 1000
Iqaluit, Nunavut X0A 0H0

Office of Patient Relations Here for you

Guiding you through the process **FREQUENTLY ASKED QUESTIONS**



Our goal is to educate you on our processes, and proactively address any issues, concerns and questions to improve the patient experience along the health care journey.