

Public Service Announcement

Territorial Client and Family Engagement Plan on hold

Start Date: April 25, 2023 End Date: May 9, 2023

Nunavut-wide 60 sec

The Department of Health is notifying Nunavummiut that the Territorial Client and Family Engagement Plan is on hold until further notice. Suggestions, feedback or concerns regarding your healthcare experience can be made through the Office of Patient Relations.

The role of the Office of Patient Relations is to provide information and address issues, concerns, and questions to improve patient experience. The Office of Patient Relations works collaboratively with all relevant stakeholders to investigate complaints.

You can submit your concerns via telephone, email, letter, or by completing a standardized <u>downloadable form</u> on the Government of Nunavut website. You may send your feedback through whichever channel is most convenient for you.

To contact the Office of Patient Relations by phone, please dial 867-975-5703 or toll-free at 1-855-438-3003. Please address all mail-in concerns to:

Territorial Manager of Patient Relations, Office of Patient Relations Department of Health P.O. Box 1000, Station 1050 Iqaluit, Nunavut X0A 0H0

For more information on the Office of Patient Relations, please visit the Government of Nunavut website at www.gov.nu.ca/health/information/patient-relations.

Media Contact:

Danarae Sommerville Communications Specialist Department of Health 867-975-5712 dsommerville1@gov.nu.ca