CONTACT US

Office of Patient Relations
Department of Health

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For more information go to:

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Munaqhiliqiyitkut
Department of Health
Ministère de la Santé

Office of Patient Relations

Here for you

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.

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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.

What 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 the 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

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

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 Department of Health 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

** In the case of a child the representative must be a parent, guardian or other adult who has care of the child and there must be reasonable grounds for the complaint being made by a representative instead of the child.*

How To 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.