

What is the role of the Office of Patient Relations?

- To provide a confidential place for you and your family to discuss your healthcare experience.
- To respectfully listen to your feedback about your healthcare experience.
- To share your experience with the appropriate members of your healthcare team.
- To explain our processes and what you can expect from us.

Can I share feedback if I am not the patient?

Yes. Consent from the patient or their Substitute Decision Maker (SDM) is required before we can share information about the patient's healthcare.



How do I share my concern?

- Step 1** First, speak to a member of your healthcare team – the nurses, physicians, or other staff looking after you. In many cases, these individuals know the most about your situation and are able to respond to your concerns quickly.
- Step 2** Speak with the Manager or Supervisor of Community Health Programs (SCHP). If you are unable to address your concerns with your primary healthcare provider, you can reach out to the manager or the SCHP at your local health centre.
- Step 3** If you remain unsatisfied, you should consider contacting the Office of Patient Relations. Concerns can be shared in person, via telephone, in writing, email, or online form.

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

We want to hear about positive experiences, too. We will use this information to highlight the work of our care providers, and will share it with the appropriate individuals.

