

Patient Relations



76 Grenville Street,
Toronto, ON M5S 1B2
T. 416-323-6400
womenscollegehospital.ca
womenshealthmatters.ca
womensresearch.ca
womenscollegehospitalfoundation.ca



Patient Relations at Women's College Hospital works to support patients and enhance the relationship between patients and their healthcare team.



How Patient Relations works to improve the patient experience

- serves as a liaison between patients, caregivers and their healthcare team
- serves as a point of contact for organization-wide feedback including compliments and complaints
- provides feedback from the patient, caregiver and visitor to the organization to continually improve the patient experience
- provides information regarding services/resources
- answers questions about hospital processes
- reviews issues about care and service with the intent to resolve conflict



Providing feedback about your experience at Women's College Hospital

Women's College Hospital staff, physicians, volunteers and learners are committed to providing quality patient care. We welcome feedback about what we are doing well and how we can improve the care and services that we provide.

We want to respond to patient, caregiver and visitor concerns effectively, at the earliest possible opportunity. If you have a concern or suggestion for improvement, we encourage you to try resolving the issue by speaking directly with the members of the healthcare team who are providing your care and treatment. You may also ask for the manager of the area in which your concern arose. Managers are responsible for daily operations and would be pleased to try to assist you.

We understand that some issues and situations are hard to talk about, especially when strong feelings are involved. If you are unable to resolve your concern with the members of the healthcare team or manager, please contact Patient Relations for assistance.



Hours of operation

The Patient Relations office is open Monday to Friday, from 9 a.m. to 4:30 p.m. If we are not able to take your call, please leave a detailed message and your call will be returned as soon as possible. You may also leave a message on the confidential Patient Relations telephone line after hours, on weekends and on holidays. We will respond to all inquiries within 5 business days.

By phone: [416-323-7702](tel:416-323-7702)

By email: patientrelations@wchospital.ca

In writing: **Patient Relations**
Women's College Hospital
76 Grenville St.
Toronto, ON, M5S 1B2

When you contact Patient Relations, please include the following information:

- your name
- best telephone number to reach you at during business hours
- brief description of the issue