

# PATIENT RELATIONS AT WOMEN'S COLLEGE HOSPITAL

## Supporting the relationship between patients and their healthcare team.

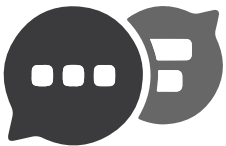
### HOW PATIENT RELATIONS WORKS TO IMPROVE THE PATIENT EXPERIENCE



- Facilitates communication between patients, their care partners and their healthcare team.
- Point of contact for feedback, including compliments and complaints.
- Facilitates the provision of organizational information regarding services/resources.
- Reviews concerns about care and service to facilitate a resolution.
- Support healthcare providers and teams to provide culturally safe and responsive care for First Nations, Inuit and Métis (FNIM) patients and families through advocacy and education by the Centre for Wise Practices in Indigenous Health.

### PROVIDING FEEDBACK ABOUT YOUR EXPERIENCE

We welcome feedback about what we are doing well and how we can improve. If you have a concern or suggestion for improvement:



- First, speak with members of your healthcare team.
- Request to speak to 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.
- If you are unable to resolve your concern with your healthcare team or manager, please contact Patient Relations for assistance. Patient Relations requires your consent or the consent of a substitute decision-maker prior to reviewing a concern.

### CONTACT PATIENT RELATIONS



416 323 7702



patientrelations@wchospital.ca



Monday- Friday  
9AM - 4:30PM