

The Patient Feedback Office:

- Is available to you if you are unable to have your concerns resolved directly with staff.
- Will address your concerns in a supportive and respectful way.
- Will listen with a sympathetic ear and assist you in a confidential manner.
- Will set up meetings and/or facilitate communication between patients, families and appropriate members of the health care team
- Will investigate and communicate your issues to the CEO/president, management, physicians and staff so they can be addressed accordingly.
- Will answer your questions and explain hospital policies and procedures to help you better understand your hospital experience.
- May utilize your comments to inform administration of potential quality improvements in the areas of care and treatment.
- Receives compliments and shares these with the relevant members of the health care team and related management staff.

We invite your feedback.
You can contact us at
905-813-4109 or 905-813-2399

Patient Ombudsman
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***We
Welcome
Patient
Feedback***

World Class. Right Here.

Patient Feedback

Credit Valley strives to be the “best hospital in the hearts and minds of the people we serve” and to do this we need your feedback.

Our Patient Feedback Office can help you if you have a compliment or concern with the care at The Credit Valley Hospital. The Patient Ombudsman and a secretary comprise The Patient Feedback Office.

What do you do first if you have a problem or a concern?

a) On a nursing unit or in the emergency department:

It is best to speak with the coordinating nurse, nurse manager or attending physician. If that person is not available or you are still dissatisfied, you may call on the Patient Ombudsman for assistance.

b) In other areas of the hospital:

Ask to speak with a supervisor or manager. Feel free to contact the Patient Ombudsman if that person is not available or you remain dissatisfied.

After business hours:

Please leave a detailed message with the Patient Ombudsman and your call will be returned within two business days.

I'm afraid that if I complain things will be worse for my relative

This is understandable. Sometimes being a patient in the health care system can cause you to feel vulnerable. However, your feedback is necessary for us to make improvements in our processes and procedures. At The Credit Valley Hospital, we believe that constructive criticism provides the opportunity to create and implement positive solutions.

How can I be assured that the Patient Feedback Office will be objective and fair, given they are staff of the hospital?

Yes, the patient ombudsman is a hospital employee, however, our main objective is to assist the patient and family in the resolution of their concerns. We maintain an impartial perspective as we are not a part of your health care team. We are essentially the public's voice for the hospital.

Where does the Patient Feedback Office report?

We report directly to the president/CEO. On a semi-annual basis, the office also produces reports for the Board of Governors outlining the numbers and kinds of complaints and compliments received. Reports do not identify individual patients and/or staff members. Trends are analyzed to identify areas of strength as well as areas that might benefit from quality improvement strategies.

If you do not speak English

Please inform staff if your primary language is other than English, as we have translators readily available.