

We want to hear from you!

We want to hear what you have to say so we can better understand what we are doing right and what we can do better.

We welcome any feedback you have on how to improve your experience at Homewood Health.

Tell us about your experience, your feedback matters.

Name (optional) : _____

Complete and tear off section. Place it in the box to the left of the door of the Patient Relations Office.

**How to contact
Patient Relations**

In person:
Visit our office located across from the library.

By phone:
From within the Health Centre call ext. 32711 on any internal phone.

From outside the Health Centre call 519-824-1010 ext. 32711

By email:
patientrelations@homewoodhealth.com

In writing:
Homewood Health Centre
Patient Relations
150 Delhi St. Guelph ON
N1E 6K9

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HomewoodHealth.com/Health-Centre

Patient Relations



About Patient Relations

Patient Relations offers patients/clients and families a voice to share compliments, concerns and feedback about their experience with the care they received at Homewood Health.

Homewood Health believes that the voice of the patient/client is important to help us identify opportunities for quality improvement.

All feedback from patients/clients and families is valued.

What does the Patient Relations Advisor do?

A Patient Relations Advisor will:

- Listen to concerns and provide support as needed
- Facilitate a review and resolution of patient/client concerns
- Collaborate with the treatment team to ensure concerns are addressed
- Escalate concerns as needed
- Receive and pass on compliments or feedback

How our Patient Relations Process Works:

If you have a concern or feedback and you are:

Current patient/client or family member

- Share your feedback with a member of your treatment team first
- Call or visit the Patient Relations Office if you feel your concern has not been addressed satisfactorily by your treatment team or if you would like further assistance

Previous patient/client or family member

- Call Patient Relations to talk to an advisor about your feedback or concern
- Send an email or letter detailing your feedback/concern to Patient Relations

In most cases, we will need the patient/client's permission before providing personal health information or investigating the concern.

REQUEST TO MEET WITH A PATIENT RELATIONS ADVISOR

If you wish to meet with a Patient Relations Advisor you have the following options:

1. Complete the requested information on this card and place it in the box to the left of the door of the Patient Relations office
2. Leave a message on the Patient Relations voicemail at 519-824-1010 ext. 32711
3. Email patientrelations@homewoodhealth.com

Please complete the following for Option #1. Thank you

Name: _____ Date: _____ Unit: _____