

Patient Concerns

From HHS Patient Relations

JANUARY 2011

Welcome to Hamilton Health Sciences. The Patient Relations Department seeks to facilitate the investigation and resolution of patient, family and visitor issues, concerns and complaints. Our department is part of the broader effort across HHS to offer the best patient experience through promoting our patient centred philosophy of: **Communicate, Collaborate and Respond.**

WHAT DO YOU DO FIRST IF YOU HAVE A PROBLEM OR A CONCERN:

Step 1 – Talk with a member of the health care team:

- When you or your family have a concern, please share these concerns as soon as possible. Feel free to speak with any member of the health care team. They will listen and respond to your concerns.
- If you have a concern about a staff member, try to speak with them directly.

Step 2 – Ask to speak with another team member, if needed:

- If you don't feel comfortable speaking with the person or your concerns do not get resolved, ask to speak with another member of the team such as the Social Worker, Doctor or Chaplain.

Step 3 – Ask to speak with the Manager, if needed:

- If concerns are still not resolved to your satisfaction, ask to speak with the Charge Nurse or Clinical Manager.

USE OTHER HOSPITAL RESOURCES TO RESOLVE YOUR CONCERNS:

We always try to work things out within the team and the unit. If for any reason this isn't possible, the team will contact other hospital resources such as:

- Patient Relations Department at ext. 75240
- Ethics Consultation Service at ext. 73446

I'M AFRAID THAT IF I COMPLAIN THINGS WILL BE WORSE FOR ME AND/OR MY RELATIVE:

We welcome your feedback. Hearing from patients and families is the best way to improve the care and services we provide. Please be assured that raising a concern will not negatively affect your care (or a loved one's care) in any way.

Your concerns will receive our courteous and respectful attention at the earliest possible time.

Talking about serious issues can be upsetting. However, the best way to work together and find solutions is for everyone to behave in a respectful manner. Rude, hurtful, offensive or threatening words or actions are NOT acceptable.

ADDITIONAL INFORMATION:

AFTER HOURS:

Please leave a detailed message with the Patient Relations Department at ext. 75240 and your call will be returned within 1 business day.

HELPFUL TIPS:

Here are some suggestions for discussing concerns with hospital staff:

"I understand that hospital staff would like to hear from patients and families. I would like to talk with someone about my concerns."

"I have some questions, when is a good time for us to talk?"

"What you have said is not clear to me, could you explain?"

"I need some time to think about this. Can we talk again later?"

"I think we may need to have someone help us work through this issue?"