

PATIENT RELATIONS

We welcome any suggestions you may have. Suggestions on how to make your hospital stay more comfortable are important to our quality improvement efforts. If you have suggestions or if something about your stay is unsatisfactory, we would like to hear from you. Feel free to speak with any member of your care team or the Patient Care Manager for your unit. Alternatively, you can contact Patient Relations at 416-461-8252, ext. 2026 or patientrelations@bridgepointhealth.ca.

Bridgepoint has instituted a Code of Ethics Policy that requires all members of the Bridgepoint team conduct themselves in a manner which ensures patients and families are treated with the utmost respect, fairness and confidentiality. A copy of the full policy is available on all patient units and in the Patient Handbook you received upon admission.



Bridgepoint is committed to identifying and removing barriers that impede an individual's ability to access our health services or programs.

For more information visit bridgepointhealth.ca or contact Patient Relations at 416-461-8252 ext. 2026.



BRIDGEPOINT HEALTH is a publicly funded health care organization, in Toronto, that provides patient care, research and teaching in the specialized field of Complex Chronic Disease prevention and management – the biggest health care challenge of the 21st century. Affiliated with the University of Toronto, the Bridgepoint Health network includes Bridgepoint Hospital, Bridgepoint Family Health Team, the Bridgepoint Collaboratory for Research and Innovation, the Bridgepoint Health Foundation.



PATIENT RELATIONS – Here for You

Patient Relations envisions its services as a partnership with patients, family and staff. We seek to empower through education, enable active engagement and proactively address any issues, concerns or questions along the patients' care journey.

You can expect Patient Relations staff to:

- **LISTEN** to comments, concerns, compliments in a confidential, courteous and respectful environment
- **RESPECT** feedback from patients/families and the health care team
- **COMMUNICATE** the interests of patients and their visitors to appropriate members of the health care team
- **ANSWER** questions about services, policies and procedures at Bridgepoint Health
- **SUPPORT** Bridgepoint's philosophy of care, mission and values in order to improve patient care

The role of Patient Relations is to help to address concerns, requests for special assistance, answer questions or forward suggestions and compliments to the appropriate person or department. The Patient Relations department constantly strives to foster a care experience that is patient-centred and focuses on your needs.



FREQUENTLY ASKED QUESTIONS

What is my first step if I have a concern?

The first step is to speak to a member of your care team, such as your Patient Care Manager. They will do their best to address your concerns, or refer you to someone who can assist you.

What if I am still not satisfied?

If, after discussing your concern with someone from your care team, you feel you need further attention, please contact the Patient Relations Department.

I'm concerned that my complaint may cause trouble or affect my care.

Small problems that may come up while you are in the hospital can often be resolved during your stay and are treated confidentially. Please be assured that your current or future care or access to care will not be affected because you presented a concern or complaint. In fact, your feedback helps us to identify areas where we can improve.

Contact Patient Relations

By phone 416-461-8252 ext. 2026

In person by visiting the Patient Relations Office on the 2nd floor, room 202

E-mail patientrelations@bridgepointhealth.ca

On weekends or after business hours – leave a message at 416-461-8252 ext. 2026

COMMENT CARD

Fill out a Comment Card, available near the elevator on each floor and outside the Patient Relations office. Drop a completed form in the mailbox outside the Patient Relations office for a response within the next business day.