

Patient Relations

Sinai Health System is committed to ensuring that patients and their family members have a clearly identified process and mechanism to communicate feedback about their experience, care and any matters of concern about patient safety. Examples of patient safety concerns include issues about infection prevention or medication issues or physical environmental hazards. This feedback provides the hospital with the opportunity to understand patient experiences and identify opportunities for patient safety or quality improvement.

How to Address Your Questions or Concerns

Feedback about the delivery of care and services at this hospital is valued. If you would like to share a positive experience, have questions/concerns about the care you are receiving, have a concern about your safety, or you would like assistance resolving a concern we want to know.

We encourage you to discuss questions and any **immediate** patient safety concerns with a member of your health-care team, Patient Care Manager or attending Physician, or the Manager of the area that is providing care and service to you.

If after speaking to your health-care team, Patient Care Manager or attending Physician, or the Manager, you feel your questions/concerns about patient safety require further attention, you are invited to contact Patient Relations. Patient Relations staff are accessible in person, by telephone, by email, letter or fax and can assist you with the following:

- Provide a confidential place for patients and their families to discuss their experiences at Sinai Health System.
- Obtain the details of your patient safety concern and work with the risk and quality departments to address your patient safety concerns.
- Forward compliments and comments to the appropriate leadership for follow-up and resolution.
- Help improve communication among staff, patients and families.



Location and Contact Information

Patient Relations is located in Room 5.146 on the 5th Floor.

Contact Patient Relations at 416-586-4800 x5066 or by email at patientrelations@sinaihealthsystem.ca

No matter how you choose to contact us, Patient Relations staff will work with you and your health-care team to ensure your feedback or patient safety issue is addressed and will contact you if you request a response.

