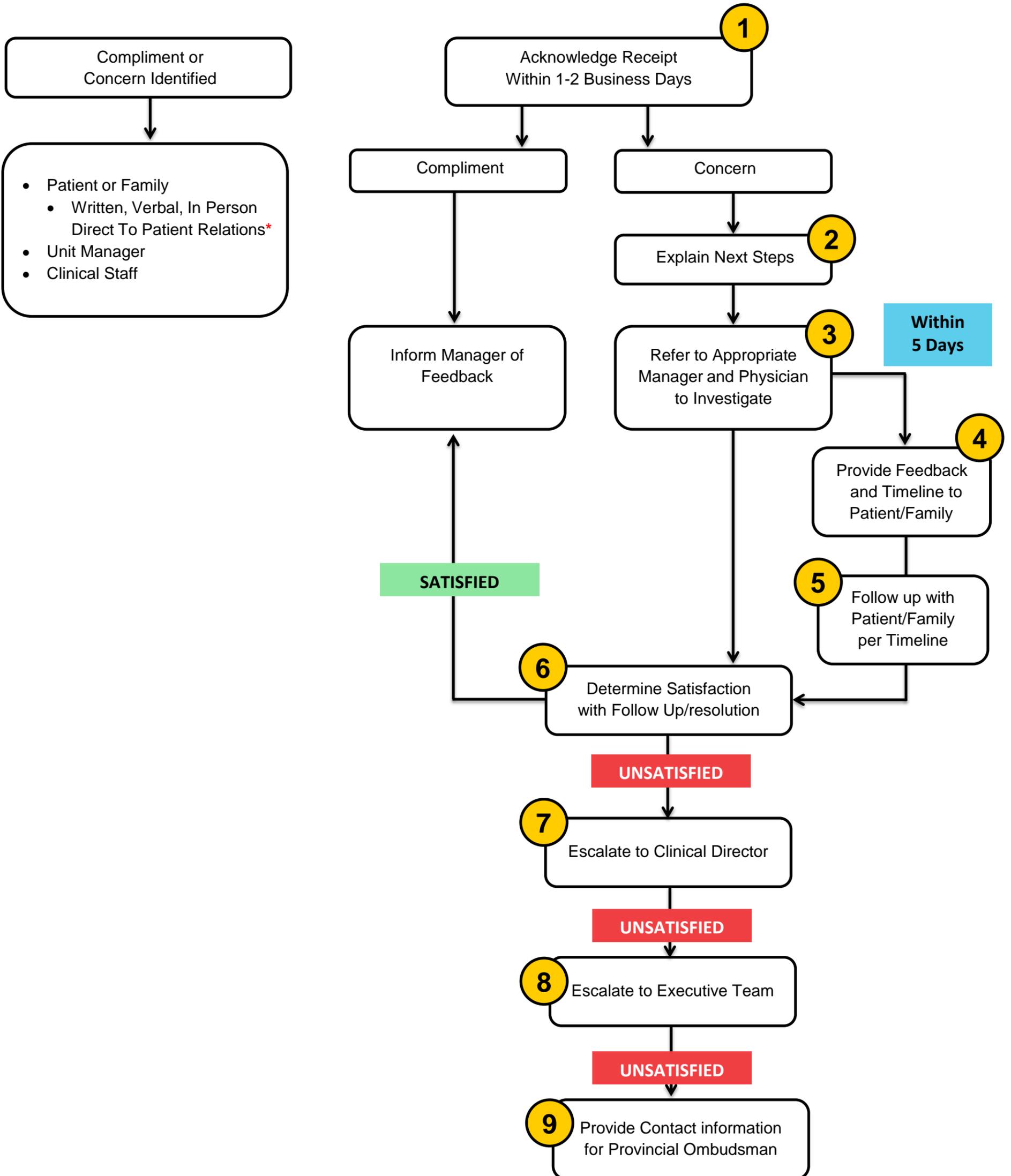


# Patient & Family Feedback Process Outline

## We take your comments seriously.

A summary of compliments and complaints are taken to the highest level for quality improvement review. Of course, compliments are always welcome. We also want to know if you have concerns so that we can make things better. We will follow up as quickly as possible with your concern and here are the steps that we will work with you to take:



\*Bridgepoint - Patient Relations Contact Information:  
[patientrelations@sinaihealthsystem.ca](mailto:patientrelations@sinaihealthsystem.ca) or 416-586-4800 ext. 5066.



Pursuant to AODA, 2005 O. Reg. 191/11, s. 11 processes for receiving and responding to feedback must be accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request. Further that the public will be notified that accessible formats and communication supports are available if needed.