

## Guiding Principles

- **All Feedback** will be treated in confidence, upholding the privacy of patient, family, visitor and staff
- **All persons** will be treated with courtesy and respect
- **Acknowledgment** of feedback within two business days
- **A commitment** to using feedback for quality improvements

## Patient's Rights and Responsibilities

London Health Sciences Centre believes in and encourages a partnership between patients and their healthcare providers. For more information, please visit:

<https://www.lhsc.on.ca/patients-visitors/patient-rights-and-responsibilities>



## Who To Contact

### Mailing Address:

London Health Sciences Centre  
800 Commissioners Road East  
PO Box 5010  
London, Ontario, Canada N6A 5W9

Telephone: 519-685-8500 ext. 58230

Email: [patientrelations@lhsc.on.ca](mailto:patientrelations@lhsc.on.ca)

### LHSC sites:

- University Hospital
- Victoria Hospital
- Children's Hospital
- Byron Family Medical Centre
- Victoria Family Medical Centre
- Kidney Care Centre (at Westmount Shopping Centre)
- 54 Riverview Avenue site

LHSC is the home of:

- Fowler Kennedy Sport Medicine Clinic
- London Regional Cancer Program

### Questions You May Be Asked:

1. What site and service does the concern regard?
2. If you are not the patient, are they aware you are contacting us?
3. What do you hope to see as an outcome?

You may be asked to submit your concern or compliment in writing.

# Patient Relations Office



## We value your voice!

London Health Sciences Centre (LHSC) is committed to every patient and family.

Patients and families are important partners of the healthcare team.

Open communication encourages respectful, high quality and compassionate care.

## What happens when I voice a concern?

We work with physicians and area leaders to improve our patients' experience at LHSC.

Feedback is only shared with those who have accountability for addressing the concern. Sharing concerns will not have an impact on you or your loved ones care.

The privacy and confidentiality of our patients and families is held in the highest regard.

Patient feedback is documented and shared with senior leaders and the Quality of Care Committee, to help guide decision making at LHSC.



## What can I do when I have a concern or compliment?

Share your feedback with a member of your healthcare team. Staff, Physicians or an area leader are often in the best position to respond to feedback and receive compliments.

We're happy to hear your ideas and suggestions to improve your patient experience. We can also answer any general questions you have about LHSC services.

## Patient Relations Specialist

The Patient Relations Specialist (PRS) helps patients, families and caregivers with:

**Addressing Concerns:** In a supportive and respectful environment. Following up on concerns so that management, physicians, and staff are aware of issues and can address them in an appropriate manner.

**Facilitating Communication:** between patients, family and appropriate members of the healthcare team.

**Answering questions:** relating to services, policies, and procedures.

**Implementing suggestions:** that serve to improve the service, policies and procedures

**Investigating concerns:** with the intent to review and investigate all relevant issues, facilitate communication and resolve conflict

**Receiving compliments:** with the promise to share these with all members of the healthcare team and administration.

**Helping to navigate:** how to access hospital services