

What are the steps when a patient or family provides feedback?

1 Feedback can be shared by phone or email.



2 Patient Experience Specialist receives and acknowledges patient feedback and establishes consent.



3 Collaborates with patients and family to understand feedback.



4 Collaborate with the program, leadership and/or physicians to address feedback and share feedback.



5 Facilitate communication and work towards resolution.



Contact Patient Relations at:

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from 8 a.m. to 4 p.m. Excluding holidays.

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