### **Mission**

We care for our patients, families and each other through everyday actions, significant moments and exciting breakthroughs.

# Vision

Partnering in care, discovery and learning to achieve better health for our communities while transforming our health care system.

### Values

- Compassion
- Respect
- Partnership
- Excellence
- Innovation

### Transforming care, together<sup>™</sup>





## Connect with us

Patient Relations
 Kingston Health Sciences Centre
 76 Stuart Street
 Kingston ON K7L 2V7

Telephone:
613-549-6666 ext. 4158
Toll free: 1-800- 567-5722 ext. 4158

Email: patientrelations@kingstonHSC.ca

Online: 'Connect with us' link www.KingstonHSC.ca

> Kingston Health Sciences Centre

> Centre des sciences de la santé de Kingston

Department: Patient Relations Created: Sept. 2018 Revised: Jan. 2020

#### Kingston Health Sciences Centre

Centre des sciences de la santé de Kingston

# Patient and Family Guide to Patient Relations

# Do you have a

- Compliment?
- Concern?
- Comment?

Patient Relations 613-549-6666 ext. 4158





Hôpital Général de Kingston General Hospital

### What if I have a concern?

#### Step 1:

Talk directly with a person who has been providing your care (e.g., nurse, resident, technologist), who will listen and respond. You could start this conversation by saying:

• "I have some questions. When is a good time for us to talk?"

### Step 2:

If your concerns are not resolved to your satisfaction, you can ask to speak with the doctor, charge nurse or program manager. You can ask for further assistance by saying:

 "I have a question before I leave. Who can I speak with?"

### Step 3:

We hope you can resolve concerns directly. If you feel you need more help please contact Patient Relations.

Patient Relations will talk with you about what happens next.

Talking about concerns can be hard. The best way we can work together is for everyone to be mutually respectful.



## **Patient Relations**

We welcome your feedback about what we are doing well and how we can improve the care and services we provide at both the Hotel Dieu Hospital and Kingston General Hospital sites.

Patient Relations strives to:

- Respond to patient, family and visitor feedback effectively and at the earliest opportunity
- Work with you and your health care team to address your feedback
- Make sure that feedback is reviewed fairly every time
- Reassure you that the feedback you provide will not negatively affect your care.

Your health care teams at Kingston Health Sciences Centre work together with patients and families to help provide a quality patient care experience.

# **Notes and Questions**