

# How do Patient Experience Specialists manage your feedback?

**1** Receive and acknowledge patient feedback and establish consent.



**2** Collaborate with patient and/or family to understand feedback.



**3** Partner with program leaders and/or physicians to share and address feedback.



**4** Facilitate communication towards resolution.



Contact Patient Relations at:

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**Hours:** Monday to Friday

8 a.m. to 4 p.m., excluding statutory holidays

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**KGHI**

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