

The complaints process at MSH



Contact Patient Relations
via phone, email, or fax

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We will listen to you,
document the
concern and ensure
your voice is heard



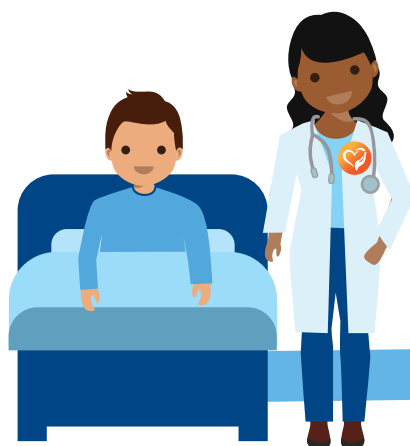
We will engage
the healthcare
providers or
parties involved
to resolve the
issue. This may
include meeting
with the team
to understand
and discuss
the concerns



Patient Relations



Compliments are
welcome! Patients
and families can give
positive feedback
about their experience
with a specific staff
member and/or team



Our overall goal is to provide
high quality, safe care
and an extraordinary
patient experience



All of the feedback is documented and
reported to management, in order
to ensure continuous improvement

What is Patient Relations?

Patient Relations is here to support you through your experience at the hospital and to assist you with questions or concerns. We act as a representative for patients and families. Whether you have a complaint, suggestion or a compliment, we would like to hear your feedback.



Quality | Patient Relations and Experience |
Patient Safety | IPAC