



Quality | Patient Relations and Experience |  
Patient Safety | IPAC



905-472-7373

Markham Stouffville Hospital  
381 Church Street, PO Box 1800  
Markham, ON L3P 7P3

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# Patient Relations



## 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.

## How Patient Relations works to improve the patient experience

- Hear your concerns in a supportive and respectful way
- Follow-up on your concerns, so that our staff and doctors are aware of the issues and can respond to them
- Answer questions about the way we operate at all three sites of the hospital – Markham site, Uxbridge site and Reactivation Care Centre site
- Assist in discussions between patients, family members and the care team
- Listen to what you have to say about our services, policies and procedures
- Take action, if possible, on any of your suggestions to improve services, policies and procedures
- Investigate issues of concern: Our goal is to review and help resolve any conflicts that you may have
- Receive compliments or positive feedback and share these with the care team and administration

## Providing feedback about your experience

Our goal is to provide high quality, safe care and an extraordinary patient experience. At any point during your care, we welcome feedback about what we are doing well and how we can improve the care and services that we provide.

We want to respond to patient, caregiver and visitor concerns effectively, at the earliest possible opportunity. If you have a concern or suggestion for improvement, we encourage you to speak with your care providers directly, with the manager of the unit or attending physician.

Sometimes issues and situations are hard to talk about, especially when strong feelings are involved. If you are unable to resolve your concern with the members of the care team or manager of the unit, please contact Patient Relations for assistance.

## What happens following our discussion?

We work with physicians and senior management in order to improve our patient's experience. All of the feedback is documented and reported to senior management and the Board of directors to help guide decision making at the hospital.

## Hours of operation

↓ **Monday to Friday from 9 a.m. to 5 p.m.**  
*Patient Relations will respond to all inquiries within two business days.*

 **Phone:** **905-472-7141**

If we are unable to take your call, please leave a detailed message, including:

- Name
- Telephone number
- Brief description of the issue

*The Patient Relations line is confidential and will take messages after hours, on weekends and holidays.*

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

 **In writing:** **Patient Relations**  
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