

Patient Relations Process at Pembroke Regional Hospital (PRH)

Pembroke Regional Hospital (PRH) strives to be recognized for providing excellent care, service and supporting a safe environment for all.

Quality improvement is a priority at Pembroke Regional Hospital and so it is important to hear from you, our patients and your family members about our care and services.

We encourage you to share feedback on your experiences with us.

For Patient Relations, Susan Blakeney is your key point of contact to help you through any process concern or complaint or to provide our staff with compliments and positive support around their care or our services.

The Patient Relations Process is available to:

- Address your healthcare concerns and complaints in a private, respectful and supportive way
- Receive your positive comments and compliments
- Answer questions about PRH policies and procedures
- Review issues about care and service with the intent to resolve conflict
- Facilitate communication, acting as a liaison between patients/families and staff/physicians
- Listen to comments/suggestions, making sure that the Senior Leadership Team, Directors and Managers know what people say and think about the care received at PRH.

You can expect that we will:

- ▶ **LISTEN** to comments, concerns, and suggestions in a polite, confidential and considerate manner;
- ▶ **RESPECT** feedback from patients, their families and the healthcare team;
- ▶ **COMMUNICATE** the interests of patients and their families to appropriate members of the healthcare team;
- ▶ **ANSWER** questions about services, policies and procedures and,
- ▶ **SUPPORT** Pembroke Regional Hospital's Bill of Rights and Responsibilities and the Mission, Vision and Values of the hospital.

Contact Information:

Please contact the Administration Office at 613-732-2811 ext 6172 or by e-mail at patientrelations@pemreghos.org in order to be put in touch with our patient relations contact.