



Comments or Questions?
Please let us know

We care what you think!

The hospital sharing information about your plan of care

The hospital involving you and your family as partners in your care

Other - please share any other information you would like us to know

If you would like to be contacted by Patient Relations please provide the following information:

Name: _____

Phone: _____

Email: _____

You can contact the Patient Relations Office in person, by letter, email, or telephone.

The Patient Relations Office is located in room 1901 next to the Om Fracture Clinic at the Mississauga Hospital location.

Hours: 8:30am - 4:30pm

Telephone: 905.848.7164

Email: Patient.Relations@thp.ca

Mississauga Hospital / Credit Valley Hospital /
Queensway Health Centre



Trillium
Health Partners
Better Together

PRE_BR_Patient relations brochure_20190128



Credit Valley Hospital
2200 Eglinton Avenue West
Mississauga ON L5M 2N1
T: (905) 813-2200

Mississauga Hospital
100 Queensway West
Mississauga ON L5B 1B8
T: (905) 848-7100

Queensway Health Centre
150 Sherway Drive
Toronto ON M9C 1A5
T: (416) 259-6671



Trillium
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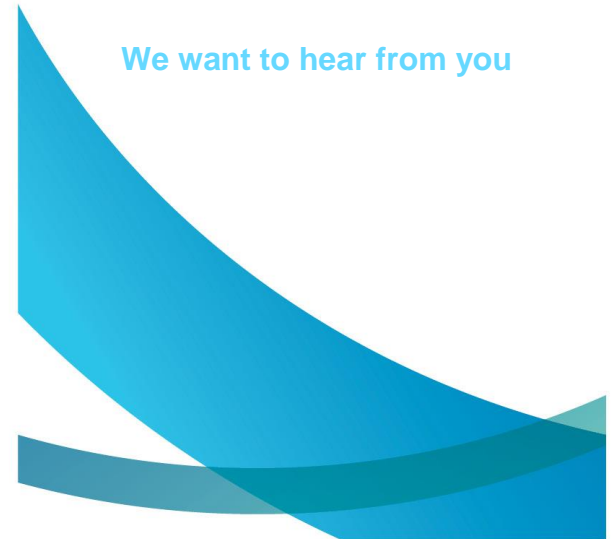
A new kind of health care
for a healthier community

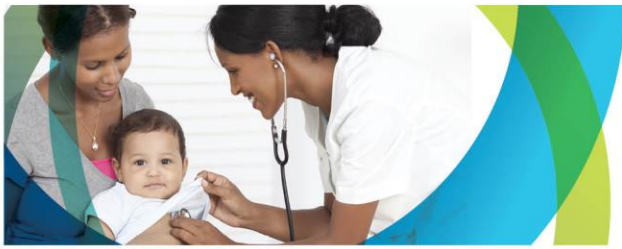


Patient Relations

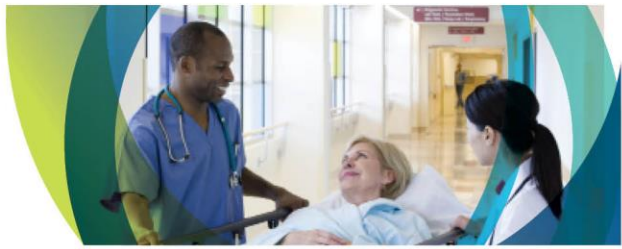
Your feedback
Is important

We want to hear from you





**What does the Patient Relations Office do?
What should I do if I have a problem or concern?**



Trillium Health Partners is committed to providing safe, quality and patient-centered care.

Your Feedback is very important to us. It helps us to continually improve the care that you receive. Your feedback helps us to give you the quality of care that you expect.

Patient Declaration of Values:

Our Promise to You

We promise to ...

- Provide you with timely access to high quality care in a safe and comfortable environment
- Share meaningful information about your plan of care so you can make informed decisions
- Involve you and those most important to you in your care
- Listen and respond to your needs in order to build a trusting relationship
- Care for you with respect, compassion and dignity

What does the Patient Relations Office do?

- The Patient Relations Office is here to support you, the patient, and your family during your stay at the hospital.
- The Patient Relations Office is here to help if you have a question, concern, compliment or suggestion about the care you received at Trillium Health Partners
- We will deal with your concerns in a supportive and respectful way. We will encourage effective communication between patients, their families and their health care team.
- Your discussions with Patient Relations are confidential.

What should I do if I have a problem or concern?

- If you have a concern, please talk to a member of your health care team. This includes your nurse, patient care manager, or doctor. Your team is familiar with your situation and may be able to resolve your concern right away.
- If that person is not available, or you are still not satisfied, please contact the Patient Relations Office.

Tell us about your experience.

Your feedback matters.

I am a:

- Patient Family member Visitor

Please tear off this page and drop it at the Patient Relations office (room 1901 at MH) or, you can give it to a volunteer at any of the Information Desks.

Please provide your compliments, concerns, questions or suggestions related to:

Being cared for with respect, compassion and dignity

Receiving timely access to quality health care in a safe and comfortable environment

The hospital listening and responding to your unique needs
