

## Patient and Family Feedback

St. Joseph's Healthcare Hamilton (SJHH) wants to hear what you have to say so we can better understand what we are doing right and what we can do better.

Your feedback is very important to us. If you have any questions or concerns about your care at St. Joes or would like to report a possible safety concern, please contact us.

We look forward to hearing from you.



Patient Relations Department  
50 Charlton Ave East  
Hamilton, ON L8N 4A6

Telephone: 905-522-1155 ext. 33838

Fax: 905-521-6154

Email: [patientrelations@stjoes.ca](mailto:patientrelations@stjoes.ca)

Monday to Friday (excluding holidays)  
8:00 am to 4:00 p.m.

Call ahead for an appointment (if possible)  
SJHH dialysis patients at Brantford Dialysis,  
please see above.

[www.stjoes.ca](http://www.stjoes.ca)

## Patient Relations

## Compliments & Complaints



[www.stjoes.ca](http://www.stjoes.ca)

## Frequently Asked Questions

*St. Joseph's Healthcare Hamilton is committed to patient and family-centred care. Our Patient Relations Department takes a leading role in fostering a culture of service excellence, safety and promoting organizational improvements.*

*We are committed to relationships that are based on mutual respect, dignity and trust. Our processes are based on knowledge, collaboration and fairness.*

### How do I share my compliment, complaint or concern?

Whenever possible, we encourage you to speak directly with your care team. Your care team knows you best; discussing your questions or complaints with them may resolve any issues right away. Alternatively, you can contact Patient Relations.

### Can I make a complaint if I am not the patient?

Yes, but consent is required from the patient or the Substitute Decision Maker (SDM) before we are able to share information specific to the patient's care/treatment.

### What happens if I complain?

You can expect to be treated with respect, dignity and courtesy in a timely manner. We will do our best to work with you and your loved ones to resolve any issues. Complaining will not compromise your care. Your feedback is important to us and is seen as an opportunity to improve our services.

### What can I expect from Patient Relations?

You can expect us to listen and be supportive. We will explain how things work and what you can expect from the hospital staff and the doctors. Our goal is to help people communicate better with each other – your family members, our staff and our doctors. We will also ensure your feedback is shared with your health care team.

*We are not Patient Advocates.  
We do not "take sides".*

### What do we do with your feedback?

The issues you bring to our attention are used to improve our processes. We work with the health care and management teams to improve quality and make your experience at St. Joseph's Healthcare more comfortable. Wherever possible and reasonable, we will work towards improvements.