

Patient Concerns & Feedback

Grand Bend Area Community Health Centre (GBACHC) values your input and we want to hear from you. Your feedback will help us further improve the quality of GBACHC's health care system.

Your experience of care holds important information that helps us to continuously improve. We want to hear what you have to say so we can better understand what we're doing right and what we can do better.

If you want to share your feedback regarding healthcare services or other support services you or a family member has received, there are three options for you to do so:

Your Options Are:

1. You can talk to your local health care provider directly. Whenever possible we first encourage you to speak with your care team. Because your care team knows you best, discussing your questions or complaints with them may resolve any issues right away. This is often the best way to proceed. You can also ask the manager or supervisor for help.
2. Contact the Integrated Primary Care and Chronic Disease Manager or Director of Health Support Services by phone, fax or email.
3. You can complete an online patient feedback form.

If you have compliments for staff, physicians or volunteers, or suggestions on how we can improve our services, please use one of the options to let us know. GBACHC is committed to working with you to resolve complaints as soon as possible.

What can I expect when I share feedback?

- We will listen and respond with privacy and respect
- We will gather information and investigate if you have a complaint
- A response will be provided
- At the conclusion of the review further options will be provided to you. There is no time limit to share your feedback; it is reviewed when it is received. However, it is best to bring any complaints forward quickly so they can be resolved. If you have a complaint, it will be addressed through the Client Relations Process.

Will things become worse for me if I raise a complaint?

No. Your feedback is important to us and is seen as an opportunity to improve our services. GBACHC values your input and is committed to addressing all complaints in a fair and objective manner.

Legislation is in place to uphold a patient's right to express their complaints with health services. The GBACHC Management Team is responsible for receiving, investigating and responding to complaints regarding health services, or other support services, provided to patients.

Ontario Ombudsman

As part of the Client Relations Process, you have the right to contact the Ontario Ombudsman to request an external review should you feel the process used to review your complaint was not fair.

You may contact the Ontario Ombudsman's Office by phone: 1-800-263-1830 or visit <http://www.ombudsman.on.ca> for more information.

Privacy and Confidentiality

GBACHC protects the privacy of individuals receiving health services in accordance with the Health Information Act. To properly review and resolve complaints, we work with you, or your authorized representative (usually a close family member), to gather and share information about the services received.