



PRHC Patient Relations Office

Helping Patients, Families and Care Partners

Welcome to Patient Relations

The Patient Relations Office is here for you.

We support patients, families, care partners, and community members who have questions, compliments, concerns, or suggestions about their care experience at PRHC.

We work alongside patients and healthcare teams to promote open communication, address concerns, recognize positive experiences, and find ways to improve care and services.

Your voice matters. Sharing a concern, complaint, or suggestion will not affect the care you receive. Your feedback helps us learn and improve.

Our goal is to make sure every concern is reviewed fairly, respectfully, and with a focus on improving the patient experience.

PRHC
Peterborough Regional
Health Centre

One team, here when you need us most.

www.prhc.on.ca



Start with your Care Team

If you have a concern while receiving care, speak with your care team or unit manager first. They can often help right away.

If your concern is not resolved, or you prefer not to raise it directly, Patient Relations is here to help. You can also contact us after discharge.

How we can help

Patient Relations can:

Listen to your concerns about your care or hospital experience.

Help answer questions about hospital policies, services, and patient rights. Connect you with the right staff, physicians, leaders, or departments involved in your care.

Gather information and review your concerns with members of the healthcare team.

Help facilitate respectful conversations between patients, families, care partners, and healthcare providers.

Share your compliments and recognition with staff, physicians, volunteers, and departments.

Support the review of concerns to help identify opportunities for learning and quality improvement.

Provide information about next steps if your concerns are not resolved.

What happens when you contact patient relations?

When you reach out, here is what you can expect:

- 1 We listen. We will hear your concerns and ask questions to make sure we understand your experience.
- 2 We look into it. We review available information and may speak with members of the team involved in your care.
- 3 We follow up. We will get back to you with what we found and any next steps.

A partnership pledge

Everyone at PRHC takes part in your care and in keeping you safe. As an organization, we work hard to provide you with the best possible care and hospital experience. Patients and family members have an important role too, and we invite you to partner with us in creating the best possible experience for you.

As your PRHC healthcare team, we will:

Put you, the patient, at the centre of every decision made about your care.

Introduce ourselves and explain our role in your care. Recognize your family, as defined by you, as important members of the health care team.

Share information in ways that you and your family find helpful. Deliver care that respects your values, preferences, and expressed needs.

Involve you and your family in planning, delivering, and reviewing your care.

Be respectful and courteous to you and your family.

As PRHC patients and family members, we will:

Ask questions and share our feelings and concerns with the healthcare team.

Work with our healthcare providers to develop our plan of care and follow it as best we can.

Be open and honest in sharing health information, including current medications.

Where possible, choose one person to be the main contact with the healthcare team.

Offer feedback that helps improve care practices and services.

Be respectful and courteous to PRHC physicians, staff, volunteers, and other patients.

Privacy and Confidentiality

PRHC protects your personal health information under PHIPA. Information shared with Patient Relations is confidential and only shared with those involved in reviewing your concern. Contact us or the PRHC Privacy Office at x. 3856 with questions.

Personal Information and Confidential Information

Personal Information is protected by the Freedom of Information and Protection of Privacy Act (FIPPA). The Act provides individuals with a right of access to certain records and personal information under PRHC's custody or control. This Act applies to records that do not meet the definition of Personal Health Information.

Confidential Information (CI) is any non-public information of PRHC, in any form, which considering all the circumstances would reasonably be understood as confidential. Various Acts could be applicable to confidential information, for example the Employment Standards Act or The Occupational Health and Safety Act.

The laws apply to everyone at PRHC, not just healthcare providers.

Accessibility for Ontarians with Disabilities

We believe in health equity and will meet the needs of people with disabilities by preventing and removing barriers to accessibility in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

If you need help during your visit, please tell a member of your healthcare team, they will connect you with the resources you need.

Accessibility supports available at PRHC include; hearing, speech and language, physical, vision, mental health, neurocognitive, learning disabilities, service animals, pet visiting, accessible documents and more.

Learn more about accessibility services at PRHC and read our multi-year accessibility plan here:
<https://www.prhc.on.ca/about-us/accessibility>

Sharing concerns on behalf of a patient

Family members and care partners are welcome to share feedback. We may need to speak with the patient directly. If they cannot speak with us, we will work with their Substitute Decision Maker (SDM) under Ontario's Health Care Consent Act.

Language and Accessibility

If English is not your first language or you have communication needs, we can connect you with interpretation or translation services. Under the AODA, PRHC provides accessible care. If you need alternate formats, communication supports, or assistance related to a disability, please let us know.

Contact Patient Relations

Monday to Friday, 8:00 a.m. to 4:00 p.m.
705-743-2121 x. 3674
patientr@prhc.on.ca

Voicemail messages are confidential and will be returned within two (2) business days.

We advise our patients not to send confidential personal health information by email.

Mail:
Patient Relations
Peterborough Regional Health Centre
1 Hospital Drive, Peterborough, ON K9J 7C6

If your concerns are not resolved

We do our best to work with you to address your concerns. If you are not satisfied with the outcome of the Patient Relations process, you have the right to contact the Patient Ombudsman. The Patient Ombudsman is an independent office that helps patients and caregivers resolve complaints about public hospitals, long-term care homes, and home and community care services in Ontario.

1-888-321-0339
info@patientombudsman.ca
www.patientombudsman.ca