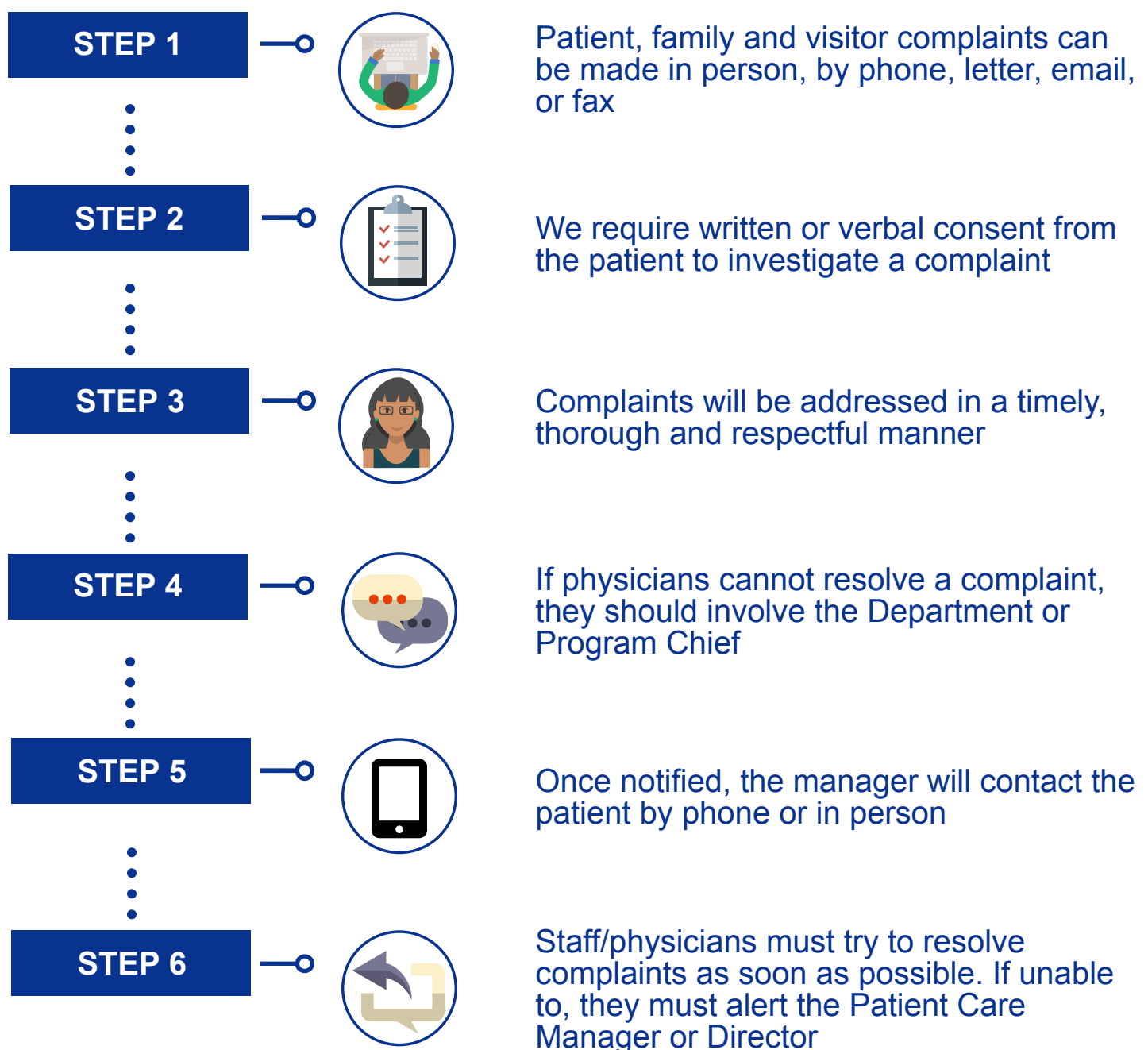


THE COMPLAINTS PROCESS AT BLUEWATER HEALTH

How our complaints process works, explained in 6 steps



Compliments are welcome. Patients and families can give positive feedback about their experience with a specific staff member and/or team

HOW CAN THE OFFICE OF PATIENT EXPERIENCE (OPE) HELP?

- A manager or physician can consult the OPE to help resolve complex complaints, where the OPE was not contacted directly
- With the patient's approval, a Patient Experience Partner can attend meetings with the parties
- The Office of Patient Experience will acknowledge receipt of any written complaint in writing or by telephone
- Patient Experience Partners can provide patients and staff with updates on the status of the complaint
- Some situations may require OPE to escalate a complaint to a member of the Senior Leadership Team



You can contact the Office of Patient Experience by phone at 519 - 464 - 4436, or by email patientadvocate@bluewaterhealth.ca