

# PATIENT RELATIONS ENHANCEMENT PROCESS

Welcome to the Cornwall Community Hospital (CCH). Our Patient Relations Services seeks to facilitate the investigation and resolution of patient, family and visitor issues, concerns and complaints. Our services are part of the broader strategic priority effort across CCH to continuously improve the patient experience.

## **I'm afraid that if I complain, things will get worse for me and/or my relative. What should I do first if I have a problem or a concern?**

Please be assured that raising a concern will not negatively affect your care (or a loved one's care) in any way. Please follow these steps:

### **STEP 1**

*Talk with a member of the health care team*

- When you or your family have a concern, please share these concerns as soon as possible. Feel free to speak with any member of the health care team including the Charge Nurse, Social Worker or the Spiritual Care Coordinator. They will listen and respond to your concerns.

### **STEP 2**

*Ask to speak with the Manager of the department (contact information on bedside whiteboard during your stay, where applicable)*

- If concerns are not resolved to your satisfaction, ask to speak with the Manager of the area in which you stayed during the weekdays or the After-Hours Manager (ext. 3450) during the evening, weekends or holidays. Here is a list of departments, their managers and a phone number where they can be reached:

Department	Phone Number
Critical Care, <i>Natalie Bourgeois</i>	613-938-4240, ext. 5239
Chemotherapy/Medical Day Care, <i>Emilie Lalonde</i>	613-938-4240, ext. 4005
Diagnostics (Ultrasound, X-Ray, CT, MRI, Nuclear Med, Mammography), <i>Jennifer Barkley</i>	613-938-4240, ext. 5233
Dialysis, <i>Natalie Burke</i>	613-938-4240, ext. 2000
Medicine, Acute (JMP1-Med), <i>Melissa Dore</i>	613-938-4240, ext. 4304
Medicine, Sub-Acute (JMP2 Med, Stroke, Rehab, ALC-Level 6, Allied Health), <i>Jannick Langlois</i>	613-938-4240, ext. 2473
Emergency, <i>Natalie Bourgeois</i>	613-938-4240, ext. 5239
Food Services, <i>Mary Ann Porter</i>	613-938-4240, ext. 2284
Environmental Services, <i>Cindy Ley</i>	613-938-4240, ext. 4287
Inpatient Surgery/Ambulatory Care Services, <i>Jennifer Vandegling</i>	613-938-4240, ext. 4057
Women and Children's Health, <i>Jackie Girard</i>	613-938-4240, ext. 2215
Inpatient Mental Health, <i>Sean Mattingly</i>	613-938-4240, ext. 4311
Community Addiction and Mental Health, <i>Ann Zeran</i>	613-938-4240, ext. 8119
Operating Room, <i>Graeme Mitchell</i>	613-938-4240, ext. 4533
Outpatient Clinics (Level 3 – Heart Failure/Thrombosis/Respiratory), <i>Natalie Burke</i>	613-938-4240, ext. 2000
Pharmacy, <i>Emilie Lalonde</i>	613-938-4240, ext. 4005
Patient Registration/Switchboard, <i>Sherry Marleau</i>	613-938-4240, ext. 2316

### **STEP 3**

*If your concerns have not been resolved to your satisfaction after contacting the appropriate manager, please communicate with the Manager of Quality, Patient Safety, Patient Experience & Risk Management, at 613-938-4240, ext. 3202 or [feedback@cornwallhospital.ca](mailto:feedback@cornwallhospital.ca)*