

# CCH Patient Relations Enhancement Process

Welcome to the Cornwall Community Hospital. 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 the following 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>Bryony Anderson</i>	613-938-4240 ext: 4523
Diagnostics (ultrasound, xray, CT, MRI), <i>Jennifer Barkley</i>	613-938-4240 ext: 5233
Dialysis/Diabetes/Heart Failure /Thrombosis/Respiratory Clinics, <i>Jo-Ann Tessier</i>	613-938-4240 ext: 1991
Emergency, <i>Sean Mattingly</i>	613-938-4240 ext: 5239
Food Service, <i>Rhonda Obiero</i>	613-938-4240 ext: 2284
Environmental Service, <i>Cindy Ley</i>	613-938-4240 ext: 4887
Medicine, <i>Teri Buchanan</i>	613-938-4240 ext: 2473
Rehab, <i>Melissa Dore</i>	613-938-4240 ext: 4304
Inpatient Surgery and Ambulatory Care Services, <i>Jennifer Vandeglinde</i>	613-938-4240 ext: 4057
Women and Children's Health, <i>Jackie Girard</i>	613-938-4240 ext: 2215
Inpatient Mental Health, <i>Natalie Burke</i>	613-938-4240 ext: 4311
Community Addiction and Mental Health, <i>Ann Zeran</i>	613-361-6363 ext: 8119
Perioperative Services, <i>Martha Pinnegar</i>	613-938-4240 ext: 4533
Patient Registration, <i>Tina Dallaire</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 Senior Director, Quality and Risk at 613-938-4240 ext. 3217 or [feedback@cornwallhospital.ca](mailto:feedback@cornwallhospital.ca)**

