



# Ontario Shores

Centre for Mental Health Sciences

## Patient Experience: Help us improve, provide your input!

### Tell Us How We Can Improve

Provide input about your experience at Ontario Shores.

#### Here's how:

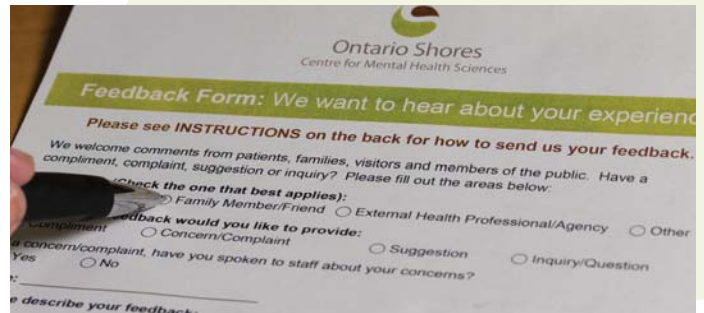
- **First** talk to staff in the unit or service.
- You can also talk to the unit/clinic manager or Administrative Director.
- You can call or visit the Quality/Patient Experience Office (Building 3, Level 1) ext. 6703 and speak to a Patient Experience Advisor.



### Feedback Form

You can fill out a Feedback Form, available on all units/clinics, and give it to:

- Unit/clinic staff or managers, if you feel comfortable.
- The Quality/Patient Experience Office in Building 3, Level 1.
- A locked Drop Box. (locations on back of this pamphlet.)
- A Peer Specialist.
- A link is also available on HealthCheck.



### Quality/Patient Experience Office

- Our office is open Monday to Friday from 8:30 a.m. to 4:30 p.m.
- We will contact you within 5 days of receiving your feedback.
- We can ensure your input gets to the right place in the organization.
- Our office can help mediate your concern or complaint.

### Confidentiality

- Your feedback cannot be shared outside of Ontario Shores without **your permission**.
- We share your feedback only with the people who **can help resolve it**.
- Your feedback will not be put in the Ontario Shores patient health record.

**Your input is important to us, it helps us improve what we do!**  
**All feedback will be considered but not all suggestions may be possible to fulfill.**

**Be proactive about improving opportunities for recovery.**

- Your feedback **will not** affect your ORB.
- We follow up on **anonymous** (non-identified) feedback too but this can make it difficult to resolve your concern or complaint.
- We abide by **privacy legislation**: The Personal Health Information Protection Act (PHIPA) and Freedom of Information and Protection of Privacy Act (FIPPA).



## Form Drop Off Locations

You can drop off paper forms at the following locations:

### Main Street Café

Building 1, Level 1

### Quality/Patient Experience Office

Building 3, Level 1

### Main Entrance

Building 5, Level 2

### Admitting Entrance

Building 1, Level 2

### Forensic Outpatient Services

Building 3, Level 2

### Family Resource Centre

Building 7, Level 2

## Contact Us

Quality/Patient Experience Office

Building 3, Level 1

t 905.430.4055 ext. 6703

f 905.430.4059

PatientExperience@ontarioshores.ca

## Ontario Shores Centre for Mental Health Sciences

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