



News Release

For Immediate Release

New Office of Patient Relations

Iqaluit, Nunavut (July 11, 2013) – The Department of Health has adopted a new procedure, simplified its processes and expanded its services to improve the patient experience. The new Office of Patient Relations is fully operational and is set up to proactively address patient issues, concerns and questions along their health care journey.

“We wanted to make it easier for patients and their families to have a confidential point of access to address their concerns, complemented by a standard set of procedures to guide our health care providers in managing patient concerns,” said Keith Peterson, Minister of Health.

The Department of Health is working to provide the highest level of care to patients and it encourages the sharing of experiences and constructive feedback. The simplified three-step process for raising a concern has been established to assist patients when they feel that a healthcare concern has not been satisfactorily managed at the point of care.

The new Office of Patient Relations:

- provides information on the concern process;
- assists patients and families in navigating the health care system;
- directs patients and their families to the appropriate person within the system;
- helps those with questions related to the rights of the patient, or concerns about care and services;
- provides advice on conflict resolution for patients, families and hospital personnel;
- investigates patient concerns and provides conclusions in a timely manner; and,
- makes recommendations to improve patient care following the investigation of a concern.

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