

How you want to be treated.

Providence Health Care

Patient Relations



*Your feedback helps
us improve the
quality of our services.*



How you want to be treated.

We want to hear from you.

At Providence Health Care our guiding principal is "How you want to be treated." Patients always come first. We want to hear from you to find out how well we are doing, and how we can improve.

Who should I contact regarding a concern I have over an aspect of care I or a family member have received at Providence Health Care?

The first step we suggest is to express any feelings, questions and concerns directly with the people involved in your care (or their supervisor). Your physicians and nurses are the best sources of information on most aspects of your hospital experience. If an issue is not resolved, or you're not sure who to speak with, contact the Director of Patient Relations who will act as your liaison in addressing your concerns.

What do I do if I want to express a compliment or give recognition?

If you feel that a certain aspect of your hospital experience was exceptional, or a specific care member deserves recognition, please let us know. You can write, email or call the Director of Patient Relations and your kind words will be passed on to the right people.

What does the Director of Patient Relations do?

The Director of Patient Relations works to support you, the patient, and your family during your stay or visit to the hospital.

The director will:

- Serve as a liaison between patients, families and the hospital.
- Explain policies and services.
- Facilitate communication between the many departments to ensure your suggestions and compliments are received.
- Help with the investigation, resolution and recording of patient complaints.
- Maintain confidentiality of all files and allow access only to person(s) appropriately involved in the resolution of the concern.



What can I expect once I have made my needs known?

We will investigate your concerns and follow up on your comments to the best of our abilities. And we will respond to you as soon as possible.

How do I contact the Director of Patient Relations?

Our hours are Monday through Friday, 8 am to 4:30 pm. If you have any questions, concerns, compliments or feedback, please call, write:

Kit Schindell
Room 541
St. Paul's Hospital, Burrard Building
1081 Burrard Street
Vancouver, BC V6Z 1Y6
Telephone: (604) 806-8284
Fax: (604) 806-9299
Email: kschindell@providencehealth.bc.ca

If no one is in the office at the time of your call, please leave a message and you will be contacted as soon as possible.

If you would like to meet in person, please call (604) 806-9091 to schedule an appointment.

