

Privacy and Confidentiality

Alberta Health Services protects the privacy of individuals receiving health services in accordance with the Health Information Act. To properly review and resolve complaints, we work with the patient, or an authorized representative (usually a close family member), to gather and share information about the services received.

Your health information is collected under the legal authority of section 20 of the Health Information Act. The information will be used by or disclosed to authorized individuals for the purpose of investigating and responding to complaints related to the provision of healthcare services by AHS. For questions, concerns or more information about the collection, use or disclosure of your health information please contact AHS Information & Privacy by phone: 1-877-476-9874 or by email: privacy@albertahealthservices.ca.



Contact Information:

For health advice and information 24 hours a day, seven days a week, please call Health Link Alberta by dialing 811.

To provide patient feedback, please call toll-free:

1-855-550-2555

or visit:

www.albertahealthservices.ca/patientfeedback.asp



Patient Feedback

We want to hear from you!



We want to hear from you.

Your experience of care provides important information that helps us to continuously improve.

We want to hear what you have to say so we can better understand what we're doing right and what we can do better.

Please contact us with your feedback if you have:

- Complaints about your care or services
- Suggestions to improve health services
- Complaints about your experience

How do I share my feedback?

Alberta Health Services has three options:

Option 1: Whenever possible, we first encourage you to speak directly with your care team. Because your care team knows you best, discussing your questions or complaints with them may resolve any issues right away. This is often the best way to proceed.

You may also ask the manager of the program or service area for help.

Option 2: You may complete an online form at

www.albertahealthservices.ca/273.asp

Option 3: You can contact Alberta Health Services' Patient Relations Department with your feedback. You can contact the office by telephone toll-free, by fax or by mail.

Patient Feedback

Toll-free: 1-855-550-2555

Fax: 1-877-871-4340

Mailing Address:

Patient Relations

Suite 300, North Tower

10030 107 Street

Edmonton, AB T5J 3E4



Is there a time limit for sharing my feedback?

There is no time limit, all feedback is reviewed when it is received. However, it is best to bring any complaints forward quickly so they can be addressed.

What can I expect when I share my feedback?

- We will listen and respond with privacy and respect
- We will gather information and investigate when you have a complaint
- A response will be provided
- At the conclusion of a review, further options will be provided to you

If you have a complaint, it will be addressed

through the Patient Concerns Resolution Process. Patient Feedback Intake Coordinators and Patient Concerns Consultants are ready to assist, and will work with you and the other parties involved to reach a resolution.

Will things become worse for me if I raise a complaint?

No. Your feedback is important to us and is seen as an opportunity to improve our services. Alberta Health Services values your input and is committed to addressing complaints in a fair and objective manner.

Alberta has legislation in place that upholds a patient's right to express their complaints with health services. The legislation (Patient Concerns Resolution Process Regulations, Alberta Regulation 28/2016) requires Alberta Health Services appoint a Patient Concerns Officer. The Patient Relations Department, led by the Patient Concerns Officer / Executive Director of Patient Relations is responsible for receiving, investigating and responding to complaints.

For more information on the resolution process, visit www.albertahealthservices.ca/patientfeedback.asp