

Quality Health Care, Interpretation and Patient Relations

Trained interpreters should be used on all medical assignments that require confidentiality, specialized terminology and impartiality. Trained interpreters can reduce unnecessary testing, incorrect diagnosis, reduced readmission rates to emergency rooms and minimize exposure to risk.

The Waterloo Wellington LHIN's Integrated Health Service Plan 2016 2019 aims to increase access to linguistically and culturally appropriate services and care that is welcoming for all.¹

Did you know?

Under Ontario's Excellent Care for All Act, all hospitals are required to have a patient relations process in place to address and improve the patient experience?²

What is Patient Relations?

It is about making sure that all hospital patients and their family members are able to raise concerns about their experiences of care and provide feedback that will help hospitals improve care delivery.³

If you, your family or a refugee you are supporting are having difficulties accessing services or if needed interpretation is not provided by the hospital, contact patient relations using the information below.

Patient Relations Contacts:

Grand River Hospital	Lisa Soehner: lisa.soehner@grhosp.on.ca
Main telephone: 519-749-4300	Dana Schultz: dana.schultz@grhosp.on.ca
	http://www.grhosp.on.ca/care/visitors/compliments-and-concerns
St. Mary's General Hospital	Anne Kelly: patientrelations@smgh.ca
Main telephone: 519-744-3311	http://www.smgh.ca/patient-relations/
Community Care Access Centre (CCAC)	Karen Connors: karen.connors@ww.ccac-ont.ca
Main telephone: 519-748-2222	
Cambridge Memorial Hospital	Dale O'Connor: doconnor@cmh.org
Main telephone: 519-621-2330	https://www.cmh.org/patients-visitors/patient-relations
Guelph General Hospital	Jodi Brown: jbrown@gghorg.ca
Main telephone: 519-822-5350	
Wellington Healthcare Alliance (Groves, Palmerston, and Louise Marshall)	Lois Ballah: lballah@gmch.fergus.net
St. Joseph's Healthcare in Guelph	Julie Wilson: feedback@sjhcg.ca
Main telephone: 519-824-6000	

¹ Waterloo Wellington LHIN Integrated Health Service Plan 2016-2019: [file:///C:/Users/mcdaniel/Downloads/rpt_20151023_ihsp_AODA_final%20\(1\).pdf](file:///C:/Users/mcdaniel/Downloads/rpt_20151023_ihsp_AODA_final%20(1).pdf)

² About the Excellent Care for All Act:

<http://www.health.gov.on.ca/en/pro/programs/ecfa/legislation/act.aspx>

³ Health Quality Ontario, Patient Relations: <http://www.hqontario.ca/Quality-Improvement/Patient-Relations>