



Frequently Asked Questions about the role of the Ombud at Halton Healthcare Services

Is the Hospital Ombud employed by the hospital?

Yes, but the Ombud acts as a neutral party by serving as a link between you and the hospital. The Hospital Ombud is not a lawyer and does not provide legal advice.

What kind of issues does the Office of the Hospital Ombud handle?

The Hospital Ombud helps resolve patient /family concerns about occurrences in the hospital. If you are not satisfied with your care or if there are communication issues, the Hospital Ombud can help you. The Ombud can answer your questions about hospital policies and practices and assist you in getting information about your care. The Ombud will pass on your compliments to HHS staff.

Does the Hospital Ombud deal with concerns about occurrences in my physician's office?

No. These issues must be addressed by the physician.

Who can call the Hospital Ombud?

Patients, families and visitors can contact the Office of the Hospital Ombud with an issue of concern, an inquiry or a staff compliment.

How can I access the Hospital Ombud?

HHS Website, Telephone, E-mail, Letter/Fax, In person.

Are interpreter services available?

Yes. We will make arrangements for an interpreter to assist you in any discussions with the Ombud.

If I have a concern, how will it be handled?

The Hospital Ombud will look into your concerns and work with you to resolve your issue. Your concern is entered into our database and reports are sent to hospital leadership several times a year. This information is used to improve the care we deliver.



Halton Healthcare

Can I report a concern without giving my name?

No, we do not process anonymous concerns nor do we process concerns about a patient's care without the patient's consent.

What are the possible outcomes available to me?

1. We will do our best to ensure the matter is resolved satisfactorily
2. We will educate the staff if necessary
3. We will provide you with information about hospital rules, policies and procedures
4. We will implement changes to our service delivery, if required

Can a Hospital Ombud help me locate lost belongings?

If you have lost something while you are here, contact the unit(s) that you were on during your stay at HHS. They will begin the search for your belongings and follow up with you directly. **Please remember, HHS is not responsible for lost patient belongings or valuables.**

Am I obliged to complete the NRC Picker patient satisfaction questionnaire I receive in the mail?

No, you are not obliged to complete it however we encourage you to use this opportunity to provide us with your feedback so we can learn what we are doing well and what you feel may require improvement.

How do I get a name removed from the NRC Picker survey list?

Call the Office of the Ombud at 905-845-2571 extension 4138 or send us an email at ombud@haltonhealthcare.on.ca and provide the following information:

- Name of patient to be removed, their address and their telephone number
- Your relationship to the patient if you are calling about someone other than yourself
- The reference number in the top right hand corner of the letter

We will action your request immediately however you may receive a follow up request for completion from NRC Picker, which we would ask you to kindly ignore.

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