

What is a Hospital Ombud?

At HHS, the Hospital Ombud helps patients and their families communicate effectively with hospital staff to assist in resolving their concerns.

The Hospital Ombud will:

- ◆ Listen to your concern(s)
- ◆ Recommend steps which can be taken to address them
- ◆ Forward inquiries, concerns and suggestions to the most appropriate hospital staff
- ◆ Provide you with the actions taken as a result of your feedback
- ◆ Ensure that confidentiality of information is respected and maintained
- ◆ Explain the hospital's rules policies and procedures
- ◆ Share your complimentary feedback with hospital staff
- ◆ Identify trends and initiate activities to improve the quality of care and service

When should I use the Hospital Ombud?

The Hospital Ombud will help you if you have a concern with the care or service provided by staff members or physicians at the Georgetown, Milton or Oakville sites. The service is available to all in-patients, out-patients, clinic patients, Emergency patients and the community.

If you are currently a patient in Emergency, a Clinic or on an In-Patient Unit and have a concern:

- ◆ It is best to first talk to the nurse, nurse-in-charge or the attending doctor. If you are not satisfied with their response or they are not available, ask to speak with the Patient Care Manager.

If you have concerns in other areas of the Hospital:

- ◆ Speak with hospital staff in the area. If you are not satisfied with their response or they are not available, ask to speak with the Department Head.

If your problem remains unresolved, contact the Office of the Hospital Ombud for assistance.

How do I contact a Hospital Ombud?

The Office of the Hospital Ombud is open from 9:00 a.m. to 4:00 p.m. on weekdays, excluding holidays.

Here are some ways you may contact us:

- ✓ **E-mail**
ombud@haltonhealthcare.on.ca
- ✓ **Telephone:**
OTMH - 905-338-4138
GH & MDH - 905-878-2383, ext. 7227
- ✓ **In person or by letter:** see addresses on back
- ✓ **Website:**
www.haltonhealthcare.com
"Patient Feedback"

A representative from the Office of the Ombud will contact you at their earliest opportunity.

Outside business hours

If you require immediate assistance outside normal business hours, please contact the Nurse Manager On-Call by phoning:

Georgetown Hospital:

905-873-0111

Oakville-Trafalgar Memorial Hospital:

905-845-2571

Milton District Hospital:

905-878-2383

You may also contact the Office of the Hospital Ombud by visiting the hospital website at:

www.haltonhealthcare.com

Halton Healthcare Services

Georgetown District Hospital

1 Princess Anne Drive
Halton Hills, Ontario
L7G 2B8
905-873-0111

Milton District Hospital

7030 Derry Road
Milton, Ontario
L9T 7H6
905-878-2383

Oakville-Trafalgar Memorial Hospital

327 Reynolds Street
Oakville, Ontario
L6J 3L7
905-845-2571



Halton Healthcare

The Office of the Hospital Ombud

An impartial and confidential service designed to assist patients and families in the resolution of hospital related concerns, to receive information about hospital rules and policies and to share complimentary feedback about our staff.

www.haltonhealthcare.com