Patient Relations at UHN

Patient Relations is here to support you through your experience at University Health Network (UHN). Whether you have questions, a complaint, a suggestion or a compliment, we’d like to hear your feedback.
How can Patient Relations help me?

We can:

• Listen to your feedback in a supportive and respectful way.
• Answer your questions about how UHN works.
• Look into your concerns.
• Help with communication between you and your health care team.
• Share your feedback on UHN services, policies, and procedures with leaders at UHN to improve how UHN works.
• Receive your compliments and share them with the health care team and UHN leaders.

We support patients and families who get services at any UHN site:

• Princess Margaret Cancer Centre
• Toronto General Hospital
• Toronto Western Hospital
• Toronto Rehab

What do I do if I have concerns about my care?

Try to work with your health care team to address your concerns first. Call Patient Relations if you need more help. We will work with you and your health care team.
Can I speak with Patient Relations even if I’m not a patient?

We can speak with any patient, family member or visitor of UHN. We will speak with the patient involved if we need to look into any concerns. If the patient is not able to speak with us, we will speak with their Substitute Decision Maker or Power of Attorney.

Contact Us

Our office is open Monday to Friday, from 8:30 am to 4:00 pm.

We respond to patients, family members and visitors as quickly as we can. If we are not available when you call, please leave a message that includes your phone number and we will call you back.

If you would prefer to speak with a Patient Relations Advisor in person, please contact us to make an appointment.

Phone: 416 340 4907
By email: patientrelations@uhn.ca
Mailing Address: Patient Relations
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Visit www.uhnpatienteducation.ca for more health information.

Contact us to provide feedback or request this brochure in a different format, such as large print or electronic formats: pfep@uhn.ca