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

We check emails and voicemails regularly, between the hours of 8:30 am and 4:00 pm, Monday to Friday. Our department is closed on weekends and statutory holidays.

We try our best to respond to everyone as soon as possible, usually within 2 working days. It may take a little longer to respond during very busy times.

Ways to contact us:

By email: patientrelations@uhn.ca
Using email is best. It allows you the time to explain your question or concern clearly. We can also make sure we have accurate details and correct spelling of names.

By phone: 416 340 4907
If email is not possible, please call and leave a voicemail. Please remember to provide your name and phone number slowly and clearly so we know how to reach you.

By mail
Patient Relations
University Health Network
200 Elizabeth Street
Toronto, ON M5G 2C4

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

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Please fill out our survey. Use this link: surveymonkey.com/r/uhn-pe

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