Patient Relations (Patient Ombudsman) is here to serve you during your hospital stay.

We can:

- Hear your concerns in a supportive and respectful way.
- Follow up on your concerns, so that our staff and doctors are aware of issues and can respond to them.
- Answer your questions about the way we operate at any site of the University Health Network.
- Assist in discussions between patients, family members and the health care team.
- Listen to what you have to say about our services, policies, and procedures at UHN.
- Take action, if possible, on any of your suggestions to improve the services, policies, and procedures at UHN.
- Look into any issues of concern. Our goal is to review and help resolve any conflicts that you may be having.
- Receive your compliments and share these with the health care team and administration.
Questions and answers

Q. What happens if I have a concern?

A. First, try to work with your health care team to solve the problem. If you need more help, call Patient Relations. We will call you back and work with you and the health care team to find ways to solve the problem.

Q. Who can make complaints?

A. We can collect feedback from any patient, family member or visitor of UHN. If an issue needs to be investigated or followed up, we need to contact the patient directly (or the patient’s designated Substitute Decision Maker or Power of Attorney if the patient is incapable).

Q. I'm afraid that if I complain, things will be worse for me or my relative.

A: We understand. We view your concerns as an opportunity to improve the care we provide at our hospitals. If we are not aware of your feedback, we cannot make our services better.

Q. How do I know Patient Relations will be objective and fair? After all, they are working for the hospital.

A. The staff in Patient Relations (Patient Ombudsman) are employees of the hospital. Our job is to help you and your family address your concerns in a fair and reasonable way, in accordance with the Excellent Care for All Act, 2010. This means that we are responsible to make sure that you have an objective place to raise concerns and ask questions. It is our job to make sure that we are impartial when we review your concerns. We look for the truth, but recognize that there are different viewpoints. We provide you with a place to speak openly and freely.
We're open:

Monday to Friday, 8:30 am – 4:00 pm

Note: If we are not able to take your call, please leave a detailed message and your call will be returned as soon as possible.

📞 By phone: 416-340-4907

📧 By fax: 416-340-5317

✉️ By e-mail: patientrelations@uhn.ca

☎️ In person or in writing:
Patient Relations (Patient Ombudsman)
University Health Network
200 Elizabeth Street, Suite 1NU-163
Toronto, Ontario M5G 2C4

Patient Relations staff support patients and their families who receive services at all of the sites of the University Health Network:

- Princess Margaret Cancer Centre
- Toronto General Hospital
- Toronto Western Hospital
- Toronto Rehabilitation Institute