

FEEDBACK AND PATIENT RELATIONS

Your feedback is important to us. If you have concerns or want to let us know how pleased you were with your care during your stay, please speak with the unit manager or the nurse in charge.



If, after sharing your concerns/feedback with the unit manager or nurse in charge you are still not satisfied, you can contact Patient Relations at:

Toll free at 1-855-550-2555 OR

Fax 1-877-871-4340 OR

Mail:

Patient Concerns Officer and Executive Director,
Patient Relations

Mail Slot #57, 11111 Jasper Avenue
Edmonton, Alberta T5K 0L4

There is also an online form that can be completed and emailed:

www.albertahealthservices.ca/patientfeedback.asp

MORE INFORMATION

Health Link Alberta provides health advice and information through a toll-free phone number to all Albertans. Access is 24 hours, 7 days a week and support is provided by experienced registered nurses and other healthcare professionals.

CONTACT HEALTH LINK ALBERTA

Anyone in Alberta with a health question or concern can call:

Toll-free: 1-866-408-5465 (LINK)

Edmonton: 780-408-5465 (LINK)

Calgary: 403-943-5465 (LINK)

To view online health information visit:

MyHealth.Alberta.ca.



MyHealth.Alberta.ca



SOUTH HEALTH CAMPUS OVERCAPACITY INFORMATION FOR PATIENTS AND FAMILIES

Alberta Health Services (AHS) is working to help reduce patient wait times in the Emergency Department and to improve access to safe care for all patients throughout the province in hospitals, in the community, and at home.

All areas of the health system are working together to make sure the sickest patients are seen first and that all our patients receive timely access to care and are not left waiting. This means that patients will receive treatment and care in the best care-space available at that time, even if it is not the most ideal location.

We want to make your hospital stay as comfortable as we can while providing you with the care you need when you need it. We are committed to improving the experiences of our patients and their families.

DURING YOUR STAY...

YOU MAY HAVE QUESTIONS

CHANGES YOU MAY SEE...

As an Emergency patient you may:

- have Emergency Medical Services provide some of your care while in the Emergency Department
- be admitted to a unit in the hospital and given a bed or a stretcher in a temporary location

As a patient in the hospital you may:

- be temporarily moved to another room on your unit, to another unit, or to another facility
- be asked to temporarily share a room with other patients
- wait for admission to a bed in long-term care or be moved to a first available bed in the community
- wait in waiting rooms or other designated areas for tests, test results, appointments, transfers, or to be picked up by a family member
- upon admission work with your care team toward a set discharge time and a discharge plan

As a recovering patient at a major hospital, you may be:

- transferred to another health care centre closer to your home community to complete your recovery



WILL YOU MOVE ME ONCE I AM A PATIENT AND SETTLED IN MY HOSPITAL ROOM?

We may need to move you or ask you to share a room so all patients can be admitted to the most appropriate hospital bed. Often these other patients are seriously ill or injured, and you are helping us to ensure that these patients get the care they need.

This is all part of a province-wide effort to reduce patient wait times in Emergency Departments. We appreciate your cooperation and understanding as we work to improve patient flow and care for all patients in Alberta.

CAN I HELP BY STAYING AWAY FROM THE EMERGENCY DEPARTMENT?

AHS does not wish to discourage Albertans from using the Emergency Department, however you do have choices depending on your condition.

If you're not sure whether to go to the emergency room, an urgent care centre, a walk-in clinic or your family physician, please contact:

Health Link Alberta:

1-866-408-LINK (5465) OR

1-780-408-LINK (Edmonton area) OR

1-403-943-LINK (Calgary area)

A registered nurse will assist you in choosing your best option.

WILL YOU MOVE ME TO A DIFFERENT HOSPITAL OR DIFFERENT SETTING WITHIN THE COMMUNITY?

Yes, we may move you to a different hospital or care centre once you no longer need the type of care provided here. Your care will not be disrupted, but rather you will be placed in a setting that is most appropriate for the care you need as you recover.

Thank you for your patience and understanding while we work to improve patient flow and care for all Albertans.