

## Privacy and Confidentiality

Alberta Health Services protects the privacy of individuals receiving health services in accordance with the Health Information Act. To properly review and resolve concerns, we work with the patient, or an authorized representative (usually a close family member), to gather and share information about the services received.

## Health Advice and Information

If you require health advice or information, you may contact Health Link Alberta anytime: 24 hours a day, seven days a week. To contact Health Link Alberta in Edmonton, call **780-408-LINK (5465)**. To contact Health Link Alberta in Calgary, call **403-943-LINK (5465)**. If you're calling from outside the Edmonton / Calgary area, call toll free **1-866-408-LINK (5465)**.



### Contact Information:

Alberta - Red Deer and North Toll-free:  
**1-877-753-2170**

Alberta - South of Red Deer Toll-free:  
**1-877-957-9771**

or by visiting:

[www.albertahealthservices.ca/patientfeedback.asp](http://www.albertahealthservices.ca/patientfeedback.asp)



## Patient Feedback

We want to hear from you!



## We want to hear from you.

Alberta Health Services values feedback from patients, families, and the public. Your comments help us to enhance your health care experience.

### Please contact us with:

- Suggestions to improve health services
- Concerns about your care or services
- Compliments about your experience

## What should I do if I have a concern?

Good communication with your care team is important at all times, and even more so, if you have a concern.

You are encouraged to talk with your care team since most concerns are resolved by talking with them, however, others within Alberta Health Services are also available to help you. For timely help with your concern, please access one of the following OPTIONS:

### Option 1: Discuss your concern with your care team.

Because your care team knows you best, discussing your concern with them may resolve the issue right away. You may also ask the manager of the program or service area for help.

**Option 2:** Contact Alberta Health Services Patient Relations. You may contact the office by telephone, fax or mail.

### Alberta – Red Deer and North

Toll-free: 1-877-753-2170  
Telephone: 780-342-8080  
Fax: 1-877-871-4340

Mailing Address:  
Patient Feedback  
Mail Slot 57

1111 Jasper Avenue  
Edmonton, Alberta, T5K 0L4

### Alberta – South of Red Deer

Toll-free: 1-877-957-9771  
Telephone: 403-944-8616  
Fax: 1-877-243-9103

Mailing Address:  
Patient Feedback  
10101 Southport Rd. SW  
Calgary, Alberta, T2W 3N2

**Option 3:** You may also complete an online form at

[www.albertahealthservices.ca/patientfeedback.asp](http://www.albertahealthservices.ca/patientfeedback.asp)  
Once we hear from you, a Patient Relations Representative will be in touch with you by phone within three business days.

This person will clarify the details of your concern and explain the Patient Concerns Resolution Process, and the Office of the Patient Concerns Officer.

## Is there a time limit for expressing a concern?

The Patient Relations Department reviews concerns when they are received. However, it is best to bring your concern forward quickly, so we can address it in the best possible way.

## Will things become worse for me if I raise a concern?

Your feedback is important to us and is seen as an opportunity to improve our services. Alberta Health Services is committed to addressing all concerns in a fair and objective manner.

For more information about the Patient Concerns Resolution Process, please visit the

website at [www.albertahealthservices.ca/patientfeedback.asp](http://www.albertahealthservices.ca/patientfeedback.asp)