

# Privacy and Confidentiality

Patients and families are at the heart of everything Alberta Health Services does. We want to hear about your experiences with us. Your feedback helps improve the quality of our care, programs and services to you, your family and all Albertans.

You can talk with your healthcare team or with our patient relations team about your or a loved one's care at Alberta Health Services.

If you have a concern or complaint, it will be treated confidentially and fairly. By law, we protect the privacy of people in our care when reviewing and resolving concerns.



## For more information:

- **Call: 1-855-550-2555**
- **Fax: 1-877-871-4340**
- **Mail: Patient Relations Department  
North Tower 10030 107 Street  
NW Edmonton, AB T5J 3E4**

[ahs.ca/patientfeedback](https://ahs.ca/patientfeedback)



# Share your experience with us

Your feedback improves our care



# We're Here to listen.

If you have a compliment, concern or suggestion about your or someone else's care by Alberta Health Services, we're here to listen.

Your first option is to talk to your healthcare team, if possible. They know you best and can often answer your questions or concerns right away.

Your other option is to contact Alberta Health Services' Patient Relations. We help resolve concerns by:

- Listening and responding with privacy and respect
- Gathering information and following up on concerns
- Giving you answers and sharing options after reviews.

We have an impartial approach, a thorough process and a skilled team ready to assist you. We work with you and others involved to resolve problems.

Is there a time limit for sharing my feedback?



## When can I share my feedback?

You can share your feedback at any time. If you have a complaint, it is best to share it as soon as possible.

All feedback is reviewed when it is received. All concerns are dealt with quickly so they can be resolved.

All feedback is reviewed when it is received. However, it is best to bring any complaints forward quickly so they can be resolved.



## If you have a concern, it will be addressed

In Alberta, you have the right to express your concerns about health services.

If you do, we work with you to resolve them.

For more about how we work, visit the Patient Relations website at:  
[ahs.ca/patientfeedback](https://ahs.ca/patientfeedback)