

YOU HAVE COMPLAINTS OR CONCERNS ABOUT YOUR SERVICES?

The hospital ombudsmen are designated neutral persons who provide confidential and informal assistance in resolving hospital conflicts. They are the defenders or representatives of our patients. The hospital ombudsmen investigate complaints, report findings and help mediate fair settlements, especially between an individual or a group of individuals and the hospital.

The hospital ombudsmen will:


- listen to complaints;
- receive patients' comments during the round;
- answer questions;
- explain policies and procedures and recommend changes if needed;
- explore solutions; and
- inform the administration of significant trends.

To reach the hospital ombudsmen, please call 705-362-4291, Ext. 2800.

**HOSPITAL
OMBUDSMAN
DE L'HÔPITAL**

705-362-4291 poste/ext.: 2800
ombudsman@ndh.on.ca

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1405 rue Edward Street, Hearst, ON P0L 1N0



L'ombudsman - Votre médiateur/médiatrice des patients

Nous veillons à ce que votre voix soit entendue, à répondre à vos préoccupations et à ce que vous viviez une expérience positive à l'hôpital.

The Ombudsman - Your patient advocate

Ensuring your voice is heard, addressing concerns, and promoting a positive hospital experience for you.