

Concerned about
quality of care?
Let us know.

**Vancouver Island Health Authority
Patient Care Quality Office**

Memorial Pavilion, 315 Watson Wing
1952 Bay Street
Victoria, B.C. V8R 1J8

Phone: 250 370-8323
Toll-free: 1 877 977-5797

Fax: 250 370-8137
patientcarequalityoffice@viha.ca
<http://www.viha.ca>

Patient Care Quality Review Boards

PO Box 9643, Victoria B.C. V8W 9P1

Fax: 250 952-2428
contact@patientcarequalityreviewboard.ca
<http://www.patientcarequalityreviewboard.ca>



Ministry of
Health Services



Quality health care is important to all of us at the Vancouver Island Health Authority. A new process in B.C. provides you with the opportunity to better resolve concerns and your feedback will further improve the quality of the health care system.

If you have a **complaint**, please first speak with the person who provided the service, or to the manager of the area. Complaints are best addressed and resolved at the time and place they occur. If we have not met your expectations, we are committed to working with you to find a reasonable solution.

What if my complaint is not resolved?

If your complaint remains unresolved after discussing the issue with the service area, we encourage you to contact our Patient Care Quality Office.

Patient Care Quality Office

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The Patient Care Quality Office is open Monday to Friday (except statutory holidays) from 8:30 a.m. – 4:30 p.m.

What can I expect if I complain to the Patient Care Quality Office?

You can expect your complaint to be dealt with promptly and fairly. The Patient Care Quality Office will:

- ▶ Formally register your complaint
- ▶ Work with you to identify a reasonable resolution to your concern
- ▶ Provide you with a response to your complaint and an explanation about any decisions and actions taken as a result of your complaint

We all want a quality health-care system – a system that provides us with appropriate, consistent and timely care; a system that is transparent and accountable; and a system that treats every patient with respect and dignity.

To build a better health care system, we have established Patient Care Quality Offices in each health authority to ensure that patient concerns are dealt with appropriately. As part of the process, we have also established Patient Care Quality Review Boards for each health authority as an independent avenue for resolving complaints not resolved at the local health authority level.

We want your input as patients, your experiences and your concerns. Not only do we want to improve individual patient care but also make the quality of our world-class health system even better.

*Kevin Falcon
Minister of Health Services*

What if I am still not satisfied?

If you feel that the response from the Patient Care Quality Office has not addressed your concern about the health care you received, you may contact the Patient Care Quality Review Board for consideration of your concern. The Patient Care Quality Review Board is made up of people who live in your region and are independent of the health authority.

To learn more about the Patient Care Quality Review Board, visit the website at: www.patientcarequalityreviewboard.ca or ask the Patient Care Quality Office.

To request a review of your complaint by a Board, please contact:

Patient Care Quality Review Board

Mail: *PO Box 9643
Victoria, B.C.
V8W 9P1* Phone: *1 866 952-2448*
Fax: *250 952-2428*

E-mail: *contact@patientcarequalityreviewboard.ca*

Website: *www.patientcarequalityreviewboard.ca*