

PATIENT RELATIONS

We want to hear from you!

Help us provide you with exceptional care every day



Who we are

Horizon's Patient Relations Service provides information, support, encouragement and assistance to patients, and families in all our facilities during a patient's health care experience.

How can we help you?

Patient Relations provides a confidential environment for patients and families to:

- Listen to your feedback, concerns and ideas to improve our healthcare system and patient/family experiences
- Connect patients and families with healthcare staff to improve communication and resolve misunderstandings or concerns
- Receive and share compliments
- As appropriate, deliver or facilitate feedback to patients and families, sharing findings and updates from investigation that address their specific concerns
- Provide information on Horizon's policies and procedures, such as Rights, Responsibilities and Expectations, Family Presence, Access to Health Records etc.

When should you reach out to us?

Horizon wants to hear what you have to say and learn about your experience so we can better understand what we're doing right and what we can do better.

Please contact us with your feedback if you have:

- Concerns about your care in any Horizon healthcare facility
- Suggestions and ideas to improve health services
- Compliments for staff, physicians, or volunteers

Who do I contact?

1. Member of your healthcare team

Whenever possible, patients and families are encouraged to speak to their healthcare provider or team directly if they have questions, feedback both positive and negative, and concerns about their treatment, care and experience.

Your healthcare team knows you and your treatment plan best and can often resolve your concerns in a timely manner.

2. Manager or Supervisor

You can also ask to speak to the manager or supervisor of the service regarding your feedback and concerns. They have direct access to communicate directly with your healthcare team to address issues in a timely manner.

3. Patient Relations

If you are not comfortable or able to address your feedback and concerns with a member of your healthcare team or the manager supervisor, you can contact the Patient Relations Service.

Will things become worse for me if I bring forward feedback and concerns?

No. Do not hesitate to discuss your feedback and concerns with staff involved in your, or a family member's care. Your feedback is important to us and is seen as an opportunity to improve our services. Horizon values your input and experience, and is committed to addressing all feedback and concerns in a fair and objective manner.

If you are not comfortable discussing your feedback and concerns with the healthcare team, you can reach out to the Patient Relations Service. The Patient Relations team will listen to your feedback and concerns with compassion, in confidence, and always act in your best interest.

How to reach us

By telephone

Toll-free: 1-844-225-0220

If we are unavailable to take your call, please leave a detailed message and your call will be returned within 3 business days.

Online

Fill out a feedback and concerns form at HorizonNB.ca/complaintform

By mail

Send a letter to your local health care facility, addressed to Patient Relations

In person

A member of the Patient Relations team is accessible in the below locations:

- Dr. Everett Chalmers Regional Hospital (Level 4)
- Miramichi Regional Hospital (Level 4)
- The Moncton Hospital (Level 1)
- Saint John Regional Hospital (Level 2)

For more information, visit HorizonNB.ca