

# Patient Experience and Feedback

We strive to provide outstanding care to all Ontario Health atHome patients. Hearing from you helps us strengthen services and patient experiences.

## Complaints or Concerns

You have the right to share your voice.

1. **Speak with your Care Coordinator.** They are your first point of contact to help address your complaints or concerns. If you're not sure who your Care Coordinator is, call us at 310-2222 (no area code required).
2. **Escalate to a Manager.** If your concern isn't resolved by your Care Coordinator, ask to speak with a Patient Services Manager.
3. Your local **Patient Relations team** can also help connect you – use our lookup tool to find the right contact:  
[ontariohealthathome.ca/find-my-local-office](https://ontariohealthathome.ca/find-my-local-office)

## Compliments and Feedback

We appreciate hearing what's going well – your feedback helps us recognize staff and celebrate quality care. To relay your compliments or feedback, you can:

- Share with your Care Coordinator
- Contact your local Patient Relations team
- Email us at:  
[patient.relations@ontariohealthathome.ca](mailto:patient.relations@ontariohealthathome.ca)

### Contact Ontario Health atHome

By phone at 310-2222 or email at  
[patient.relations@ontariohealthathome.ca](mailto:patient.relations@ontariohealthathome.ca)



## Appeal a Service or Eligibility Decision

If your concern involves decisions about your eligibility for services, the amount of services, discontinuation or exclusion of services or eligibility for long-term care home admission:

1. **Request a Formal Review.** You may request a formal review by Ontario Health atHome. The Patient Services Manager will guide you.
2. **Right to Appeal.** You have the right to appeal a decision to the Health Services Appeal and Review Board: 151 Bloor St W, 9th Floor, Toronto, ON M5S 1S4 or 1-866-282-2179.

## Further Options If You Are Still Not Satisfied

### Long-Term Care Family Support and Action Line

For concerns about Long-Term Care Homes or Ontario Health atHome services or to be connected with an Independent Complaints Facilitator, call 1-866-876-7658.

### Ontario's Patient Ombudsman

If you remain unsatisfied, Ontario's Patient Ombudsman can help: [www.patientombudsman.ca](http://www.patientombudsman.ca) or call 1-888-321-0339.