

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 1-833-515-1234.
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

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

Contact Ontario Health atHome

By phone at 1-833-515-1234 or email at
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, call 1-866-876-7658.

Ontario's Patient Ombudsman

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