

What happens to Patient & Family Feedback?



We encourage patients and families to share feedback with their care team. This allows for direct, timely communication and problem solving.



Some patients and families feel more comfortable sharing feedback with Nova Scotia Health's Patient Relations team by phone or email.

Here is what happens to feedback when shared through either of these channels.

1



Capture and acknowledge your Feedback

We will contact you **within three business days** to let you know we received your feedback, make sure we have all the needed information, and confirm your expectations for follow-up. We will enter your feedback into our Patient/Family Experience reporting system.

2



Obtain consent from the patient or SDM

We need **direct** consent from the **patient or their Substitute Decision Maker (SDM)**, if applicable, to follow up on the feedback, access their health information, and share the feedback with other team members. Without this consent, we are not able to proceed with follow-up.

3



Follow-up on your feedback

Management will work with your care team, Patient Relations, and other teams to follow up on your feedback in a timely manner. This may take longer if the feedback is complex or needs an in-depth review. If requested, we will contact you to share the follow-up details with you. This completes the feedback process.

4



Learn and improve

We will share anonymous data about trends and patterns with care teams and leaders to help us improve the quality and safety of care we provide.

To share feedback about care or services received at a Nova Scotia Health facility or service, call toll-free **1-844-884-4177** or visit **<https://www.nshealth.ca/contact-us/patientfamily-feedback>**