



Complaints Process

Wentworth-Halton X-Ray and Ultrasound Inc. is committed to providing our patient and referring community with a high level of service in conjunction with carrying out medical imaging services.

The purpose of the complaints process is to create a transparent and fair method of responding to external complaints. WH X-Ray is committed to ensuring that every complaint is addressed fully and as soon as possible.

If you have a concern regarding the service you received, an experience with WH X-Ray or in any relation to how our clinic operates, please feel free to send an email to patientrelations@whxray.com, or call 9055726868 to connect with our Manager of patient and provider services.

All complaints, either written or verbal will be acknowledged as received and will be responded to within three (3) business days. A full investigation using the guiding principles below and response will be provided back to you within 10 business days. If the complaint alleges harm or risk of harm it will be addressed promptly.

The principles provide a basis for a consistent and coordinated approach to receive, review, respond and analyze patient complaints.

Guiding Principles – Complaint process			
Patient Focused	Accessible	Responsive	Confidential
Responsibility & Transparency	Fair	Information & Reporting	Quality Improvement & Continuous Learning

Patient Focused

- Patient/care partners opinions and their right to share feedback about their experiences are respected.
- Feedback is valued, analyzed, and acted on for continuous quality improvement.

Accessible

- There are various formats in simple language to share complaints
- The complaint process is simple and easy to use.
- Feedback can be reported by the patient or an individual acting on the patient's behalf (with consent).

Responsiveness

- There is timely acknowledgement, review, and resolution of complaint.
- All staff are empowered to resolve concerns at the first point of contact.

Confidential

- Personal health information is protected in accordance with PHIPA.
- There is no reprisal for sharing a complaint.

Responsibility & Transparency

- The policies and procedures used in the patient relations process to review a complaint are clearly stated, and are accessible and visible to both individuals with complaints and staff

Fair:

- Complaints are reviewed equitably, objectively, unbiased, and transparently.
- Reviews are conducted impartially with consideration for the patient/care partner and the Respondent's individual circumstance.
- Outcomes are based on facts, best practices, standards of care, ethics, applicable legislation(s) and the health system challenge and constraints.
- Respondents are informed of the nature of the complaint and have an opportunity to respond.

Information and Reporting

- Complaints are documented and tracked, and trends are reported quarterly at the Quality Assurance Committee meeting.
- Learning's from changes/improvements made after patient complaints are routinely shared with staff.

Quality Improvement and Continuous Learning:

- Aggregated and anonymized data contributes to quality improvements and organizational learning.
- Reviews analyze root causes and system issues for quality improvements.

If you are not satisfied with the outcome/response received, the Patient Ombudsman under the Excellent Care for All Act, 2010 will review the complaint after an organizations has responded. You may contact them at:

Patient Ombudsman

Monday to Friday 9:00 am to 4:00pm

Telephone: Phone: 416-597-0339, Toronto: 416.597.5371, Toll Free: 1.888.321.0339

Fax: 416.597.5372

Mailing address: Box 130, 77 Wellesley Street West, Toronto, ON M7A 1N3

Website: <https://patientombudsman.ca/>