Comments or Questions?  
Please let us know 
We care what you think! 

You can contact the Patient Relations Office in person, by letter, email, or telephone.

The Patient Relations office at Credit Valley Hospital site is located at room 2G122 on the second floor between security and Tim Horton's.

The Patient Relations Office at Mississauga Hospital site is located in room 1901 next to Family Care Centre.

Hours: 8:30am - 4:30pm
Tel: 905.813.4109 (CVH)
Email: Patient.RelationsCVH@trilliumhealthpartners.ca
Tel: 905.848.7164 (MH&QHC)
Email: Patient.RelationsMH@trilliumhealthpartners.ca

If you would like to be contacted by Patient Relations please provide the following information:

Name: ____________________________________
Phone: ___________________________________
Email: ____________________________________
Feedback from our Patients

Trillium Health Partners is committed to providing safe, quality and patient-centered care.

Your Feedback is very important to us. It helps us to continually improve the care that you receive. Your feedback helps us to give you the quality of care that you expect.

Patient Declaration of Values:

Our Promise to You

We promise to …

• Provide you with timely access to high quality care in a safe and comfortable environment

• Share meaningful information about your plan of care so you can make informed decisions

• Involve you and those most important to you in your care

• Listen and respond to your needs in order to build a trusting relationship

• Care for you with respect, compassion and dignity

Tell us about your experience.

Your feedback matters.

I am a:

□ Patient □ Family member □ Visitor

Please tear off this page and drop it in the box at the Patient Relations office (room 2G122 at CVH) or (room 1901 at MH). Or, you can give it to a volunteer at any of the Information Desks.

Please provide your compliments, concerns, questions or suggestions related to:

Being cared for with respect, compassion and dignity

_________________________________________  ____________________________

_________________________________________  ____________________________

_________________________________________  ____________________________

_________________________________________  ____________________________

Receiving timely access to quality health care in a safe and comfortable environment

_________________________________________  ____________________________

_________________________________________  ____________________________

_________________________________________  ____________________________

The hospital listening and responding to your unique needs

_________________________________________  ____________________________

_________________________________________  ____________________________

_________________________________________  ____________________________