



## **Patient Relations and Feedback**

South Huron Hospital Association (SHHA) is committed to the satisfaction of our patients. It is through your feedback that we gain a greater understanding of how we are doing. Whether it is a question, compliment or concern we are always excited by the opportunity to create a better patient experience.

We strive for the best results, and we know this is achieved through excellent communication. Upon receiving your feedback, you can expect a return phone call or email within two business days if you so require.

Below you can find the contact information of our Patient Relations Department.

To initiate your feedback and gather a response we would appreciate it if you would provide us with the following information:

- Your name
- Type of feedback (compliment, complaint, question etc.)
- Date and time entered/left hospital or medical centre
- Brief description of feedback (detailed feedback will be obtained when you are contacted)
- Your contact information (address, email or phone)”

### **Contact Patient Relations:**

**Phone:**

519-235-2700 X 5110  
or 519-235-2700 X 5169

**Write:**

Attn: Patient Relations  
24 Huron Street West  
Exeter, ON N0M 1S2

**Email:**

[patientrelations@shha.on.ca](mailto:patientrelations@shha.on.ca)

**In Person:**

Call to make an appointment