

ABORIGINAL HEALTH

What to do with Questions, Concerns and Complaints

UPDATED FEBRUARY 2017



northern health
the northern way of caring

WE WANT TO HEAR FROM YOU!

Northern Health has over 7,000 employees. We provide many complex services across a large area. Sometimes issues with services arise. We want to address them as quickly and effectively as possible.

Quality health care is important to everyone at Northern Health. The complaints process gives us an opportunity to improve health care quality. Please let us know if you have a question, concern or complaint.

There are a few different pathways available for addressing concerns and complaints. You or someone on your behalf can make a complaint through any of these.

1 WHERE DO I START?

It is often helpful if you (or someone on your behalf) begin by contacting a local person where the service was provided. This can be done in-person, on the phone, or in writing.

Local people to contact about a complaint include:

1. The person who provided the service.
2. The manager. If you would rather, ask to speak to the person's manager.
3. The local Health Service Administrator (HSA). HSAs oversee Northern Health facilities and staff. They can make decisions locally and can often quickly and effectively resolve a concern.



Contact a Health Service Administrator

Bulkley Valley	250-847-6202
(Smithers, Hazelton, Houston, Dease Lake)	
Fort Nelson	250-774-8122
Kitimat.....	250-632-8355
Lakes District.....	250-692-2414
Mackenzie	250-997-8500
North Peace (Fort St. John, Hudson’s Hope)	250-261-7535
North Coast	250-622-6298
(Prince Rupert, Queen Charlotte, Haida Gwaii, Masset)	
Omineca.....	250-567-6214
(Vanderhoof, Fraser Lake, Fort St. James)	
Prince George	250-649-7615
Quesnel	250-985-5617
Robson Valley (McBride, Valemont) (ex 2021)	250-569-2251
South Peace	250-784-7346
(Dawson Creek, Chetwynd, Tumbler Ridge)	
Terrace, Stewart, Atlin.....	250-638-4021

2 IS THERE A GENERAL NORTHERN HEALTH COMPLAINTS PROCESS?

Yes! Contact the Patient Care Quality Office by phone, fax, email, mail or in-person. If Northern Health has not met your expectations, we would like to know.

Patient Care Quality Office

Toll Free: 1-877-677-7715

Fax: 1-250-565-2640

Email: patientcarequalityoffice@northernhealth.ca

Mail: 600 - 299 Victoria Street, Prince George, BC V2L 5B8

Website: [northernhealth.ca/OurServices/](http://northernhealth.ca/OurServices/PatientCareQualityOffice)

[PatientCareQualityOffice](http://northernhealth.ca/OurServices/PatientCareQualityOffice)

Hours: Monday to Friday 8:30 am - 4:30 pm
(except statutory holidays)

What can I expect if I register a complaint with the Patient Care Quality Office?

- You will be asked your name, date of birth, date of care, the facility, type of service, and how you learned about the Patient Care Quality Office.
- This information, and details about your complaint, will be registered in a database for tracking and reporting.
- They will work with you to identify a reasonable resolution to your complaint.
- They will ask your permission to access your medical record.
- Northern Health staff and physicians who are responsible for where your complaint occurred will be involved to learn more about what happened and to find a resolution.
- They will provide a prompt response to your complaint.
- They will provide an explanation about any decisions and actions as a result of your complaint.

Can someone else make my complaint for me?

- **Yes.** If you are unable or would rather not do it yourself, you can ask someone else to register your complaint for you.
- **Who can do it?** A family member, friend or someone you trust.
- **What is needed?** Your consent (permission) for the person to register a complaint on your behalf. This can be done by providing your name and the name of the person you choose to handle your complaint by phone, letter or fax.

Can I make a complaint for someone who doesn't want to be identified?

- Yes. We realize that sometimes people do not feel comfortable bringing a complaint forward. But it is still important for us to know what happened so we can improve.
- Do not provide the person's name if they do not want you to.
- Please understand that the resolution process will be limited if the available information is limited.

What can I do to help Northern Health address my concerns?

- **Please be patient.** We will try our best to respond to your complaint quickly. Let us know if it is a time-sensitive request.
- **Provide as much information as possible.** This helps us respond as best we can.
- **Place one complaint with one contact person.** Multiple complaints can slow down our ability to track it and respond.
- **Try to be understanding and open.** We need to consider all viewpoints to effectively address an issue. We may be able to explain an issue or to encourage a discussion.

5 WHAT IF I AM STILL NOT SATISFIED?

Contact the **Patient Care Quality Review Board**. It is made up of people who live in your region and are independent from Northern Health. They can review your complaint and Northern Health's response, and recommend ways to improve health care.

Patient Care Quality Review Board

Phone Toll Free: 1-866-952-2448

Fax: 1-250-952-2428

Email: contact@patientcarequalityreviewboard.ca

Mail: PO Box 9643, Victoria, BC V8W 9V1

Website: www.PatientCareQualityReviewBoard.ca

6 WHAT OTHER RESOURCES ARE AVAILABLE?

Aboriginal Patient Liaisons

Aboriginal Patient Liaisons help facilitate culturally appropriate health care services for Aboriginal people. There are 10 APLs across the north working in Northern Health facilities.

Burns Lake and area (Lakes District Hospital) ...	250-692-2474
Chetwynd Hospital and Health Centre	250-788-7305
Dawson Creek Health Clinic	250-782-8501
Hazelton (Wrinch Memorial Hospital)	250-842-4407
North Peace (Fort St. John Hospital).....	250-261-7418
Prince George (UHNBC)	250-565-2364
Prince Rupert Regional Hospital	250-624-2171
Quesnel (GR Baker Memorial Hospital)	250-985-5812
Smithers (Bulkley Valley District Hospital)	250-847-5211
.....	ext. 214
Terrace (Mills Memorial Hospital)	250-638-4085

Community Engagement Coordinators

First Nations Health Authority Community Engagement Coordinators (CECs) provide communications, collaboration and planning support to BC First Nations communities. They develop and support local community engagement activities as part of a regional team. There are twelve CECs across the north.

Carrier Lakes	250-251-1546
Carrier South	250-570-1268
Coast Mountain	250-631-2713
Coastal Tsimshian.....	250-631-9587
Finlay	250-645-3021
Gitxsan / Wet'suwet'en	778-202-0976
Haida Gwaii	250-626-9177
Lake Babine Nations	250-251-0037
North East.....	778-256-5072
North East	250-793-4138
Tahltan	250-643-1720
True North.....	778-349-2860

First Nations Health Authority Northern Region

Phone: 250-645-3001

Fax: 250-567-5369

Email: lori.devereux@fnha.ca

Mail: 200 - 177 Victoria Street, Prince George, BC V2L 5K8

Aboriginal Health Team within Northern Health

Phone: 250-649-7226

Fax: 250-564-7198

Email: aboriginal.health@northernhealth.ca

Mail: 600 - 299 Victoria Street, Prince George, BC V2L 5B8



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www.northernhealth.ca/yourhealth/AboriginalHealth

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