

Alexandra Marine and General Hospital	Effective Date: November 25, 2009
ACCESSIBILITY - CUSTOMER SERVICE STANDARDS	Review Date: November 25, 2011
Accessibility - Patient Feedback	Approved By: Director, Support Services

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Policy/Purpose

Policy

Alexandra Marine and General Hospital is committed to promoting, providing and maintaining an environment where respect and dignity is demonstrated at all times. The hospital welcomes input from all patients, visitors, staff, volunteers and agents as part of its commitment to the continuous improvement of patient care.

Standard

- The right of any individual to provide feedback on the provision of goods and services is encouraged by the hospital.
- Notice of the availability of Alexandra Marine and General Hospital Accessibility policies will be posted in a conspicuous place on the premises and on the Alexandra Marine and General Hospital web pages (the intranet and internet).
- All policies and procedure documents related to Accessibility will be available to the public, in a format agreed upon with the person with a disability.
- Feedback may be in person, in writing, by e-mail, telephone, electronic text on disc, or using other methods as agreed upon between the individual and the hospital.
- Feedback is directed to Executive Assistant.
- Executive Assistant coordinates a response with the department manager, senior administration, physicians and staff as required, addressing the concerns of the person providing the feedback.
- Alexandra Marine and General Hospital participates in the NRC Picker Patient Satisfaction Survey which provides Inpatients and Emergency patients the opportunity to comment on any number of services provided during their stay. These results are reviewed by the Quality Assurance Committee.
- Director of Support Services provides any feedback related to Accessibility to the Accessibility Advisory Committee for inclusion in the annual Accessibility Planning Report.
- The Accessibility Advisory Committee makes recommendations for the removal of barriers to accessibility, to senior administration and Board of Alexandra Marine and General Hospital.

References

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard 429/07](#)

[Blind Persons' Rights Act. R.S., c. 40, s. 1](#)

Accessibility for Ontarians with Disabilities Act, 2005. Taking a close look at the Standards: Impact and Implications. Ontario Hospital Association Conference November 17, 2008. Toronto, ON

Canadian National Institute for the Blind. Kitchener, ON. Accessibility Specialist.

Accessibility, Customer Service Training Policy