

- If you find your concerns remain unanswered, contact Administration by telephone at 604.514.6107 or ask for directions to the Administration office on the ground floor of the hospital from Monday to Friday 0800-1600 hrs.



Better health.
Best in health care.

Langley Health Services

“Resolving Your Concerns”

Information booklet

Langley Health Services is committed to providing quality care for all its patients. There may be times when you feel uncomfortable with a person or situation. We want to *ensure* your comfort and provide you with options for your concerns to be heard and resolved.

You have several options to share your concerns:

- The physician or nurse who is caring for you that day, or the nurse in charge for that shift. He/she will attempt to resolve your concern at earliest time possible.
- The Patient Care Coordinator (PCC) is responsible for the patient care activities on the unit, but are only available Monday to Friday - 0800-1600 hrs. If the concern can wait until they are available, you can leave a message for them with the clerk at the nursing station.
- The Manager of the unit is also available Monday to Friday (0800-1600 hrs). You may contact her/him by request or through the clerk at the nursing station.