

DRAFT FOR CONSULTATION PURPOSES ONLY

DRAFT ONTARIO REGULATION

Proposed to be made under the

EXCELLENT CARE FOR ALL ACT, 2010

PATIENT RELATIONS PROCESS

Application and interpretation

1. (1) Every health care organization shall comply with the requirements of this Part as part of its patient relations process.

(2) For greater certainty, references in this Part to,

- (a) “organization” mean the relevant health care organization; and
- (b) “patient”, with respect to a patient complaint, include a former patient.

Complaint process

2. (1) The health care organization shall have in place processes for receiving, reviewing and attempting to resolve expeditiously complaints from patients and caregivers of patients.

(2) The health care organization shall engage patients and their caregivers in designing, reviewing and maintaining the processes referred to in subsection (1).

(3) The health care organization shall have in place practices for recording, monitoring and analyzing data relating to patient and caregiver complaints that provide for, at a minimum,

- (a) the name of every complainant and, where a complainant is a caregiver, the name of the patient and the caregiver’s relationship with the patient;
- (b) the subject matter of all complaints;
- (c) the dates when all complaints are received; and
- (d) whether, how and when each complaint is resolved.

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Complainant to be kept informed

3. Where a complaint has been made with respect to a patient, the organization shall ensure that the complainant is informed of the status of the review of the complaint,

- (a) within five days from the day the complaint is received by the organization;
and
- (b) whenever the complainant reasonably requests further information.

Patient relations process delegate, etc.

4. (1) The health care organization shall designate an individual as its patient relations process delegate.

(2) The patient relations process delegate is responsible for overseeing the organization's patient relations process.

(3) The organization shall ensure that there are processes and procedures in place to enable the delegate to meet the responsibility under subsection (2).

(4) The health care organization shall make contact information for the patient relations delegate available to the public.

(5) The patient relations delegate shall also, at least twice a year, present aggregate data relating to the patient relations process at meetings of the organization's quality committee, and the organization shall ensure that there are processes and procedures in place to enable the delegate to meet this responsibility.