ᑭᑕᔭᐣ ᓇᐦ ᐁᑲ ᐁᓇᐦᐁᑕᒥᐦᐃᑯᔭᐣ ᒪᐡᑭᑭᐃ· ᐃ·ᒋᐦᐃᑯᐃ·ᓂᐠ?

ᓂᑭᑫᑕᒥᐣ ᓇᐱᐧ ᐁᐊ·ᐊ·ᓄᑕᑲ·ᐠ ᐁᑲ ᓂᓄᑕᑯ ᓇᐣᑕ ᓂᓂᓯᑐᑕᑯ ᑲᐃᓄᒋᑲᑌᐠ. ᑭᐡᐱᐣ ᑕᐡ ᐊᓂ ᑲᒪᒥᔑᑫᒧᐊ·ᓄᐣ ᒪᐡᑭᑭᐃ· ᐊᓄᑭᐱᒧᒋᑫᑕᒪᑫᐃ·ᓂᐠ ᐁᑲ· ᐁᑲ ᐁᒥᓄ·ᑕᒪᐣ ᑲᑭᔑᑲᑫ·ᒪᒥᓄᓂᑫᐊ·ᐧ, ᓂᓇᐃ·ᐟ ᒪᐡᑯᐧ ᓂᑲᑭᑐᑕᒥᐣ ᒋᐃ·ᒋᐦᐃᑯᔭᐣ.

ᐊᐁ·ᓄᓇᐠ ᑲᐱᒥ ᓇᓇᑲᒋᐦᐊᑭᑕ:

- ᑭᒋᐊᑯᓯᐃ·ᑲᒥᑯᐣ
- ᐅᑕᑯᓯᐠ ᑲᑕᔑᐱᒥ ᑲᓇᐁ·ᑕᑯᓯᐊ·ᐧ
- ᐊᑯᓯᐃ· ᐃ·ᒋᐦᐃᐁ·ᐃ· ᐊᓄᑭᑕᒪᑫᐃ·ᓇᐣ (CCAC)

ᑲᐃ·ᐣ ᓂᑲᑭᐊᓄᑲᑕᒥᐣ ᐊᑎᐟ ᑲᒪᒥᔑᒋᑲᑌᑭᐣ, ᑐᑲᐣ ᐅᓄ·ᓂᐊ·ᐣ:

- ᐃᒪ ᑭᒋᐦᐊᐠ ᑲᑕᔑᑲᓇᐁ·ᑕᑯᓯᐊ·ᐧ
- ᑲᐃᓇᓅᐊ·ᓂᑕ· ᒋᓇᓄᑭᐊ·ᐧ ᒪᐡᑭᑭᐊ·ᓄᑭᐠ (ᑐᑲᐣ ᒪᐡᑭᑭᐃ·ᓂ, ᒪᐡᑭᑭᐃ·ᑫ·)
- ᑎᐸᑯᓂᑫᐃ·ᓂᐠ ᑲᐅᓇᑯᓂᑲᓄᐊ·ᐠ

ᑫᑐᑕᒪᐣ ᐃ·ᒪᒥᔑᑫᒧᔭᐣ

1. **ᓂᐢᑕᑦ ᑕᐡ, ᓂᓇᓇᑲᒋᑐᒥᐣ ᑌᐯ· ᒪᔭᑦ ᐅᒪ ᒋᑭᐅᒋᐃ·ᒋᐦᐃᑯᔭᐣ**
   ᓂᑲ ᑲᓇᐊ·ᐸᑕᒥᐣ ᒪᒥᔑᑫᒧᐃ·ᐣ ᐊᓂ ᑲᑭᐃᔑ ᐃ·ᒋᑲᑌᑭᐸᐣ ᐁ·ᑎ ᒪᐡᑭᑭᐃ· ᐊᓄᑭᑕᒪᑫᐃ· ᐊᓄᑭᐃ·ᓂᐠ.
2. **ᐃ·ᑕᐣ ᑭᒪᒥᔑᑫᒧᐃ·ᐣ ᒋᒪᓯᓇᐦᐃᑫᔭᐣ**
   ᐁᑲ· ᒥᓇ ᓂᑲᓇᑕᐁ·ᑕᒥᐣ ᒋᓇᑯᒧᔭᐣ ᓂᓇᐃ·ᐟ ᒋᒪᑕᓄᑲᑕᒪᐠ.
3. **ᓂᑲᑭᐁ· ᑲᓇᐊ·ᐸᑕᒥᐣ ᑭᒪᒥᔑᑫᒧᐃ·ᐣ**
   ᑭᐡᐱᐣ ᐁᑲ ᑲᐡᑭᑐᔭᐠ ᐅᒪ ᒋᐅᒋᐃ·ᒋᐦᐃᑯᔭᐣ, ᓂᑲᐊᓄᓇᒥᐣ ᑯᑕᐠ ᐊᐃ·ᔭ ᒋᐃ·ᒋᐦᐃᐠ.
4. **ᓂᓇᑐᑕᒥᐣ ᑫ·ᑫ·ᑭᑌ ᑲᐅᒋᔪᑭᐣ ᐃᑭᑐᐃ·ᓇᐣ ᒥᓇ ᓂᑲᑫ·ᒥᓇᑐᒥᐣ ᑭᒪᒥᔑᑫᒧᐃ·ᐣ**
   ᓂᑲ ᓇᓇᑕᐃ·ᑭᑫᑕᒥᐣ ᑭᑎᓯᔪᐃ·ᐣ ᐁᑲ· ᓂᑲᓇᓇᑐᓇᒥᐣ ᒋᒪᒥᓇ·ᑕᒪᑯᔭᐣ.
5. **ᒪᐡᑯᐧ ᑲᔪ ᑕᐃᓯᔪ ᒋᐅᓇᑐᔭᐠ ᑭᒋᓇᓇᑕᐃ·ᑭᑫᒋᑫᐃ·ᐣ ᒋᑐᒋᑲᑌᐠ**
   ᑲᑭᓇ ᐊᐃ·ᔭᐠ ᐅᒪ ᑲᐸᐸᒥᓯᐊ·ᐧ ᓂᐃ·ᑕᒪᐊ·ᒥᐣ ᑭᐡᐱᐣ ᑭᒋᓇᓇᑕᐃ·ᑭᑫᐃ·ᐣ ᒋᑐᒋᑲᑌᐠ.
6. **ᓂᐃ·ᑕᒪᑫᒥᐣ ᐊᓂᐣ ᑲᑭᐃᔑ ᑭᔑᐅᓄᑕᒪᐠ**
   ᒥᔑᓇ·ᔪᐠ ᐃᓯᔪ ᑲᑭᔑᐅᓇᒋᑲᑌᐠ ᒥᓇ·ᒋᑫᐃ·ᐣ, ᑐᑲᐣ ᑲᐸᑭᑎᓂᑲᑌᐠ ᒥᒋᓇᐁ·ᓯᐃ·ᐣ, ᓇᐣᑕ ᒋᐊᒋᒋᑲᑌᐠ ᐅᓇᑯᓂᑲᐣ ᓇᐣᑕ ᑲᐃ·ᒋᑲᑌᐠ ᑫᑯᐣ ᒋᐊᒋᒋᑲᑌᐠ.

ᑫᑯᓄᓇᐣ ᑫᑭᑕᓄᑕᒪᐃ·ᔑᔭᐠ ᐅᒪ

ᓂᓇᑕᒪᑫᒥᐣ ᒋᑎᐱᑐᑕᐃ·ᑦ ᐊᐃ·ᔭᐠ, ᐁᑲ· ᑕᐡ ᓂᑐᓇᑐᒥᐣ ᒥᓇᑕᒪᑐᐃ·ᐣ ᒥᓇ ᓂᒪᒣᒋᑲᑐᒥᐣ ᐅᑕᑯᓯ ᑲᒪᒥᔑᑫᒧᐧ ᒪᐡᑭᑭᐃ· ᐃ·ᒋᐦᐃᑯᐃ·ᓂᐠ ᐁᑲ· ᓂᐃ·ᑕᒥᐣ ᑫᐃᔑᑲ·ᔭᑯᓂᑲᑌᓂᐠ ᐅᐃ·ᒋᐦᐃᑯᐃ·ᓂᐊ· ᑲᑭᓇ ᐅᐣᑌᐣᐃᔪ ᑲᑲᐯᔑᐊ·ᐧ.

ᑫᑯᓄᓇᐣ ᑫᐃ·ᑕᒪᐣ ᑭᒪᒥᔑᑫᒧᐃ·ᓂᐠ:

- ᐊᓂᐣ ᑲᐃᓯᔪᔭᐣ?
- ᐊᓇᐱ ᒥᓇ ᐊᐣᑎ ᑲᑭᑕᔑᐃᓯᔪᐠ?
- ᐊᐁ·ᓄᐣ ᐃᒪ ᑲᑭᐊᔑᒋᔪᐧ?
- ᑫᑯᓄᐣ ᐁᑲ ᑲᑭᓇᐦᐁᑕᒪᐣ?
- ᐊᓂᐣ ᑫᑭᐃᔑᒥᓄᓂᑲᑌᑭᐸᐣ?
- ᑭᑭᐸᑭᑎᓇᐣ ᓇᐦ ᑭᓇᑯᒥᐁ·ᐃ·ᐣ?

ᐱᑲᓄᓂᔑᓇᑦ

ᒪᒋᑭᑐᐃ·ᐣ (ᐅᐡᑭᑭᔑᑲᐠ ᐊᑯᓇᐠ ᐸᑫ·ᔑᑲᐣᑭᔑᑲᐠ 9 ᐁᑭᒐᐸᔭᐠ ᐊᑯᓇᐠ 4 ᐅᓇᑯᔑᐠ)
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ᒪᒪᑕᐊ·ᐱᑯᐠ
PatientOmbudsman.ca

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416.597.5372

ᐃᓄ·ᑕᒪᑫᐃ· ᐃ·ᒋᐦᐃᐁ·ᐃ·ᐣ ᑕᑲ·ᐣ ᐃᔑᑭᒐ·ᐃ·ᓂᐠ (ᐊᐱᑕᒪᐡᑭᑯᒧᐃ·ᐣ)

Patient Ombudsman

ᑲᑭᓇ ᐃᓯᔪᐃ·ᓇᐣ ᑭᒋᓄᑕᑲ·ᓄᐣ

ᑭᒋᓄᑕᑲ·ᐣ ᒋᐃ·ᑕᒪᐣ ᑭᒪᒥᔑᑫᒧᐃ·ᐣ ᒋᐅᒋᑭᑫᒋᑲᑌᑭᐣ ᑭᒋᐃᓯᔪᐃ·ᓇᐣ ᒥᓇ ᒋᐅᒋ ᓇᑲᓂᑲᑌᑭᐣ ᐁᑲ ᒥᓇᐊ· ᒋᓇᔪᐱᐃᓯᔪᐊ·ᐧ ᑯᑕᑭᔭᐠ ᐊᐃ·ᔭᐠ. ᒥᐦᐅᒪ ᑲᔪ ᑫᐅᒋ ᐃ·ᒋᐦᐃᐁ·ᔪᐠ ᒋᒥᓇ·ᔑᒋᑲᑌᓂᐠ ᑲᑭᓇ ᐊᐃ·ᔭᐠ ᐅᐃ·ᒋᐦᐃᑯᐃ·ᓂᐊ·.