

Complimentary Event Courtesy of



Patient Ombudsman  
Ombudsman des patients



WEBCAST

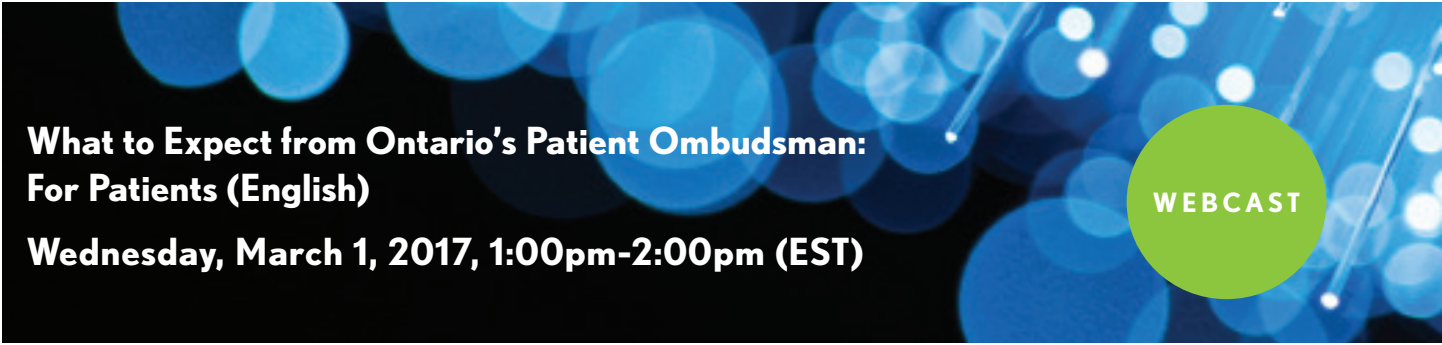
## What to Expect from Ontario's Patient Ombudsman: For Patients (English)

**WEDNESDAY, MARCH 1, 2017, 1:00pm-2:00pm (EST)**

PRODUCED BY



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## **What to Expect from Ontario's Patient Ombudsman: For Patients (English)**

**Wednesday, March 1, 2017, 1:00pm-2:00pm (EST)**

**WEBCAST**

As a champion for fairness, Patient Ombudsman facilitates resolutions and investigates complaints about patient care and health care experiences in Ontario. We can try to resolve your complaint only when it has already been raised with a health sector organization, such as a hospital, CCAC or long-term care home.

Once the Patient Ombudsman's office has received a complaint and confirmed jurisdiction, we will take the time to listen closely to all experiences and perspectives, without taking sides. We work with you to make the process as simple as possible, so that you know exactly what to expect along the way. Our services are free and confidential.

Learn more about how to voice your complaint with the Patient Ombudsman's office. Telling your story will help to identify bigger issues and prevent others from going through similar experiences. This leads to better care for everyone.

## AGENDA

1:00 pm - 2:00 pm

### What to Expect from Ontario's Patient Ombudsman: For Patients (English)

**Christine Elliott**

*Patient Ombudsman*

**Gail Crossman**

*Manager, Complaint Services*

## GENERAL INFORMATION

To register for the webcast, [click here](#).

Space is limited, [register now](#).

The deadline to register for this event is February 28, 2017 (noon).

### Registration Fee

Complimentary

### Registration Requirements

The only technical requirements to participate in this webcast are a computer with high speed internet, functional computer speakers (for audio) and **Microsoft SilverLight**. You may need assistance from your IT department to download and install this software.

### Access and Presentation Materials

An email will be sent to all registrants one business day prior to the webcast which includes connection information, troubleshooting tips and presentation materials.

### Special Requirements

Closed Captioning can be made available for archived programs upon request. For further information, please contact **OHA Event** at 416 205 1416/1 800 598 8002 ext 1416 or [ohaevent@oha.com](mailto:ohaevent@oha.com) to register.

### Unable to Attend?

If you register for the live webcast, you'll receive access to the **On-Demand** recorded version approximately two weeks after the webcast date so you can watch it at your convenience.

### Contact Us

For additional event information and questions, please contact **OHA Event** at 416 205 1416/1 800 598 8002 ext 1416 or [ohaevent@oha.com](mailto:ohaevent@oha.com).