

Patient Advocate

St. Mary's of the Lake Hospital

The Patient Advocate assists Providence Care in providing compassionate and positive patient centred care through providing information and a confidential forum where patients may voice their wishes and needs.

The Patient Advocate may, with the patient's permission, speak with staff within the hospital in order to help bring about mutual understanding and resolution of issues identified by patients or their family members.

Patient Advocate

St. Mary's of the Lake Hospital

- ◆ **Meets with patients and/or their families to listen and help resolve or refer questions or issues.**
- ◆ **Identifies process issues and provides feedback to appropriate management.**
- ◆ **Provides information on patients' rights and responsibilities.**
- ◆ **Promotes patient/family understanding of hospital policies, procedures and services.**
- ◆ **Serves as an active member of Patients' Council at St. Mary's of the Lake Hospital.**

Contact

The Patient Advocate is a volunteer who works part-time, two days a week.

Assistance is provided upon request.

**Providence Care
St. Mary's of the Lake Hospital
Patient Advocate
613-548-7222, ext. 2540**