

Our Values

Central Health CARES

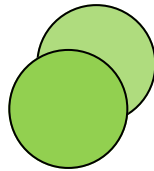
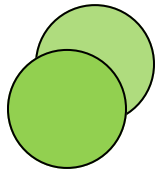
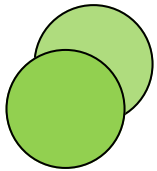
Compassion

Accountability

Respect

Equity

Safety



We want to hear about your

Experience



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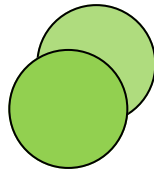
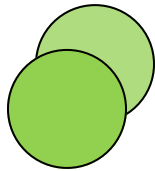
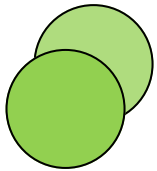
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At Central Health...

We are committed to providing quality services, ensuring patient safety, delivering optimal care and improving client experience. Quality services are client-centred and are provided in a safe, effective and timely manner.

We work together as a team and **YOU** are an important member of this team. Therefore, Central Health wants to hear from you about the care and services you receive so we can celebrate successes and identify areas where we need to improve.

We aim to ensure that client concerns are addressed in a timely manner.

Tell us about your positive experience...

Central Health welcomes compliments from you regarding the services and care you receive.

You may ask a staff member to complete an electronic compliment form on your behalf. You may also express your compliment via phone, in writing, by email or verbally to any staff member or directly to the Client Relations Coordinator.

When compliments are received they are communicated to the individual(s) involved and their supervisor/manager.

Tell us if you have a concern...

At Central Health, we want to hear if you have concerns about the care and/or services we provide. We view concerns as potential opportunities for improvement.

Please tell your healthcare provider or any staff member your concern and he/she will try to address the issue. You may also request to speak with the manager of the program/service area.

If you feel your concern has not been resolved, you may contact the Client Relations Coordinator who works with others in the organization to address concerns.

Client Relations Coordinator

To share a compliment or concern about the care or services you receive, you may contact the Client Relations Coordinator.

Client Relations Coordinator
21 Carmelite Road
Grand Falls-Windsor, NL
A2A 1Y4
Toll Free: 1-888-799-2272

Email: client.relations@centralhealth.nl.ca

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