



Contact details

St Vincent's Patient Representative Officer

PO Box 2900 Fitzroy Vic 3065

Tel: (03) 9288 3108

Monday to Friday between
8.00am and 4.00pm.



Your feedback



PO Box 2900 Fitzroy
VIC 3065 Australia
(03) 9288 2211

www.svhm.org.au



Continuous Improvement

St Vincent's is committed to continuous improvement and we appreciate the feedback that we receive from you. Our patients, residents and visitors see first-hand the areas that work smoothly and those that don't, so we value your input.

We employ Patient Representative Officers to ensure your issues or concerns are handled appropriately. Their role is to:

- work with patients, residents, families and staff as required
- assist in resolving any concerns you may have
- ensure that your complaint is thoroughly investigated
- assist in obtaining clear information regarding your/the patient's/resident's medical condition, treatment and care plan
- advise health service management about improvements that could be made as a result of your concerns.

Suggestions

Should you wish to make any suggestions for improvement you can:

- write directly to the Manager of the relevant department or
- write to the Patient Representative Officer (see details on back page).

Compliments

If you wish to pass on a compliment you can:

- write directly to the staff or service you wish to thank or
- write to the Patient Representative Officer who will pass on your thanks to the relevant staff.

Complaints

If you are unhappy with any aspect of the health service, we encourage you to let us know. This will help us improve our service and ensure we maintain the highest standards of excellence in patient care. Any person attending a St Vincent's facility may make a complaint.

The complaint process is confidential and will not be documented in your medical record. Making a complaint will not influence in any way, the care or treatment you receive. If you have a complaint, it is often best to speak directly to a staff member or their manager straight away. If your complaint is not resolved and you would like further assistance, please contact the Patient Representative Officer. This can be done in writing, in person or by telephone.

If you require assistance to make a complaint, this support can be provided by a staff member, a family member or an external advocate. An interpreter service is available if required at no cost to you.

How is my complaint managed?

The Patient Representative Officer will thoroughly investigate your complaint. We aim to provide a response within 35 days.

Privacy

St Vincent's is committed to respecting your confidentiality and privacy. Your personal information will be kept secure and protected from unauthorised access or improper use. We will only disclose your information if it is authorised by you to do so or if it is a legal requirement.

St Vincent's departments are accredited by the Australian Council on Healthcare Standards, the Aged Care and Standards Agency and Australian General Practices Accreditation Limited. This recognises that we fulfil relevant standards and are committed to continuous improvement in the provision of health services.