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How a Patient Advocate can help you!

When you call, the Patient Advocate will:

- Listen to your specific complaint.
- Ask questions to clarify and better understand your complaint.
- Discuss what options are available to resolve your concerns. One possible option is to file a formal complaint with the College.

- How a Patient Advocate can help you!

Patient Advocates are your link to the College's complaints process

Patient Advocates will assist you in filing a formal complaint

Our commitment to confidentiality

Our availability

About the College

Patient Advocates can help you gain a better understanding of our Complaints Process.

Call 780-423-4764 or 1-800-661-4689

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Patient Advocates are your link to the College's complaints process and will:

- Help you understand the complaints process and how it may apply to your situation.
- Explain the College's role in resolving complaints against physicians.
- Contact you on receipt of your written complaint to ensure we understand your issue(s).

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If you choose to lodge a formal complaint with the College, the Patient Advocate will:

- Provide you with a copy of the College's Complaint Reporting Form and Release of Information Form.
- Meet with you in person, as necessary, to further discuss your complaint.
- Answer any questions you may have throughout the complaints process. A Patient Advocate may also contact you to obtain clarification or more information.
- Attend meetings with you at the College and provide debriefs.
- Discuss any correspondence you may receive from the College, including the decision letter which helps you understand why a particular decision was made.

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Our commitment to confidentiality

A Patient Advocate helps you develop, file and process your complaint. At all times, your conversations with a College Patient Advocate are considered confidential.

Availability

College staff are available to take calls regarding complaints and complaint issues during regular business hours -- Monday to Friday, 8:15 AM - 4:15 PM

Please call the Complaints Department at: 780-423-4764 or 1-800-661-4689.

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A Patient Advocate helps you develop, file and process your complaint. At all times, your conversations with a College Patient Advocate are considered confidential.

We investigate & resolve complaints

The College is responsible for investigating and resolving physician-related complaints. We favor an education or training approach, but apply discipline if necessary.

Please call the Complaints Department at: 780-423-4764 or 1-800-661-4689.

Our Vision:

The College of Physicians & Surgeons of Alberta is dedicated to the provision of quality health services by competent and caring practitioners. Our integrity is demonstrated by ethical conduct, fairness and accountability. Through leadership, innovation, and cooperation with other health care organizations we serve the public and guide the medical profession.

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