



**NORTH
YORK
GENERAL**

*Making a World
of Difference*



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Our promise to you

All of us at North York General are committed to living our values every day.

Let us know what we are doing well and how we can improve.

The manager in the area where you or your family member is being cared for can help with any suggestions or concerns you may have.

If you would like to discuss your experience further, please contact the Patient Experience Office at 416.756.6125.

HOURS OF OPERATION

The Patient Experience Office is open
Monday to Friday 8:00 am to 4:00 pm
Excluding Holidays

Patient Experience Office
Ground Floor, Room GSE-116
North York General
4001 Leslie Street
Toronto, ON M2K 1E1
T 416.756.6125
F 416.756.6397
E patientexperience@nygh.on.ca

Patient Values

North York General Patient Values were created with help from patients, community members, staff, physicians and volunteers.



PATIENT VALUES

As a patient,

I value...

I expect...

Respect

To be treated with kindness, compassion and courtesy.

My dignity to be preserved and my privacy to be honoured.

That I, and others important to me, will be involved in decisions about my care.

Equity

To be treated fairly and without discrimination.

Safety

Every effort will be made to protect me from harm.

Patient-focus

Care that is sensitive to my personal values, beliefs and cultural practices.

Excellence

Professional, high quality, coordinated and timely care.

Communication

To receive honest, meaningful information about my health and my care.

Trust

My care providers will live up to these values every day.

I will...

Show courtesy and respect.

Demonstrate understanding and patience.

Provide accurate information.

Ask for help when needed.



RESPECT