



How Can I Contact the Patient Care Quality Office?



**Phone (toll-free):**

1-877-442-2001



**Mail:**

Patient Care Quality Office

505 Doyle Ave, Kelowna BC  
V1Y0C5



**Email:**

PCQO@interiorhealth.ca



**Fax:**

1-250-870-4670



**In Person:**

Call us for an appointment to visit in-person at our downtown Kelowna office.

## Steps to share feedback about your care experience:

Discuss with your care provider or their supervisor



Not satisfied with the response?  
Or feel unsafe to share with them?



Contact the Patient Care Quality Office



Not satisfied with our response?



We will provide you with information to contact the Patient Care Quality Review Board or Ombudsperson



Interior Health  
*Every person matters*

Concerned about quality of care?  
Let us know.



Patient Care Quality Office

**You have the right to safe, quality healthcare that is free from racism and discrimination.**

**Sharing your concern won't compromise your care or access to services.**

Interior Health is committed to providing high-quality care in a respectful, caring and safe environment.

Your feedback is a gift that helps us to improve our services.

### **Our commitment to you**

Our interactions will be informed by cultural safety (respectful engagement) and cultural humility (self-reflection).

We will use your preferred name and pronouns when addressing you.

### **What you can expect when you contact us**

We will aim to:

- acknowledge your concern within two business days
- listen carefully to your story and experience
- provide answers to your questions and a response (by phone, email or letter) to your concern
- provide you with reasons for any decisions or actions that were taken, or any changes we will make to improve care.

### **Sharing a concern on behalf of someone else**

You can share a concern about the care that someone else received. We will work with you to make sure we have consent from them before proceeding.

### **Aboriginal self-identification**

We will ask if you self-identify as Aboriginal. This information will help us make sure our program is responsive to the preferences, needs and values of Aboriginal peoples.

Self-identification is completely voluntary. If you choose not to answer, there is no impact to the quality of care you receive and we will still accept your concern.

### **Sharing an anonymous concern**

We understand that you may not feel safe bringing forward a concern.

Our ability to fully investigate might be limited if we don't know your identity, but we welcome your feedback so we can improve.