

# YOUR FEEDBACK IS IMPORTANT TO US!



If you have suggestions, comments or concerns about your experience at TotalCardiology, we want to hear from you. Your feedback helps us better understand what is being done well and what could be improved.

## What feedback can I provide?

Please let us know if you have:

- Concerns about the care or services received
- Suggestions for improving our program or services
- Comments about your experience

## How do I provide my feedback?

- 1 If possible, we encourage you to speak directly with a member of your health coaching team about your concern as they are familiar with your situation and are often able to quickly resolve any issues.
- 2 If you are not comfortable speaking directly with staff, you may also contact the program's Executive Director at 403-571-6950 to have your concern handled confidentially.
- 3 You can also contact Alberta Health Services' Patient Relations Department with your feedback:
  - **Toll-free:** 1-855-550-2555
  - **Fax:** 1-877-871-4340
  - **Mail:** Patient Relations  
Mail slot 57  
11111 Jasper Avenue  
Edmonton, AB T5K 0L4