## Your feedback is important to us.





Your suggestions and comments help guide us in achieving our vision of Outstanding Care – No Exceptions! We invite you to share any care concerns that you or a loved one may have with our Patient Advocates, Emily Cheng at the Ouellette Campus or Talya McCallum at the Met Campus...

Emily and Talya are available to assist with any issues dealing with the delivery of services at the Metropolitan and Ouellette Campuses. Any patient/client/resident, family or staff member can request these services to assist with problem solving or advocating and Emily or Talya will meet with you to discuss your issue.

We hope you can resolve any concerns you have with our staff. However, if you need further assistance, please contact:

## **Emily Cheng, Ouellette Campus**

519-254-5577 ext. 34404

Cell: 519-995-0660 or Emily.Cheng@wrh.on.ca

## Talya McCallum, Metropolitan Campus

519-254-5577 ext.52317

Cell: 519-995-1149 or Talya.McCallum@wrh.on.ca

## COMPASSION is our PASSION

www.wrh.on.ca

Emily Cheng
Patient Advocate
Ouellette Campus

Our Vision: Outstanding Care - No Exceptions!

Our Mission: Provide quality person-centred health care services to our community.

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