

Welcome to "Our" Hospital

Our sole purpose at Windsor Regional Hospital is to provide quality person-centred health care services to our community.

The entire Windsor Regional Hospital team are committed to providing you with outstanding care. In fact, we are committed to providing you Outstanding Care – No Exceptions!

In the past, our patients have ranked us as one of the top Hospitals in the Province of Ontario in patient satisfaction. Although this is nice, it means nothing if you do not feel we are meeting or exceeding your needs or the needs of your family members.

Either during your stay or after you leave Windsor Regional Hospital; we are requesting that you complete a short survey that was included with the patient information pamphlet. If you did not receive a survey, please ask your care team to provide one. This short survey will help us better understand your experience while you were a patient at Windsor Regional Hospital. You can return a survey by depositing in a locked drop box or by mail using the prepaid reply envelope. Locked drop boxes are located on all units and in the Emergency Departments, allowing you to deposit your survey in confidence.

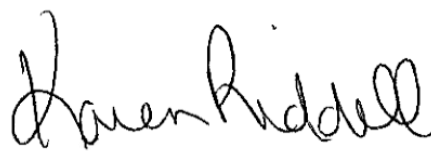
Surveys are collected by the Patient Experience Survey Team, analyzed, and the results reported. Your feedback will help us improve. It will also help us reward and recognize those staff that you feel made a difference during your stay. The results are shared with all staff. If you want to independently recognize staff during your stay, please go to "Thank A Staff Member" at www.wrh.on.ca.

In addition to the survey, if you want to discuss your care, please let a Windsor Regional Hospital team member know your thoughts or call me at 519-254-5577 Ext. 52839 (office) or 519-995-0413 (home/cell) or by email at Karen.Riddell@wrh.on.ca.

Thank you for your confidence in Windsor Regional Hospital, we will not let you down.



Yours truly,



Karen Riddell
President and CEO

COMPASSION is our
PASSION



Our Vision: Outstanding Care - No Exceptions!

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

METROPOLITAN CAMPUS • 1995 Lens Avenue, Windsor, Ontario, N8W 1L9

OUELLETTE AVENUE • 1030 Ouellette Avenue, Windsor, Ontario, N9A 1E1