

For more information about being a patient and family advisor at Runnymede and to find out how to apply:

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Become a  
Patient and  
Family Advisor

## WHAT DO PATIENT AND FAMILY ADVISORS DO?

If you are an advisor for our hospital, you can help us in the following ways:

- Share your story. Advisors help by talking about their health care experiences and by representing the patients and families of patients who receive care at Runnymede.
- Participate in discussion groups. Advisors partner with healthcare professionals. They tell us what it's like to be a patient at our hospital and what we can do to improve.
- Work on short or long-term projects. Advisors may partner with us on short-term projects to make improvements. For example, helping to redesign our discharge planning process. Alternatively, advisors can serve on a patient and family advisory council for a minimum one- year term. Advisory council members volunteer at least one hour and no more than four hours per month.
- Review educational or informational materials. Advisors help review or create materials such as forms, health information handouts, and discharge instructions. Advisors help us make these materials easier for all patients and family members to understand and use.

## WHY SHOULD YOU BECOME A PATIENT AND FAMILY ADVISOR?

- Because your voice as a patient or a family member will help us continue to provide exceptional quality of care.

Becoming an advisor will also give you:

- An opportunity to be a part of meaningful change and make a contribution
- A chance to improve the quality and safety of health care services for you and your family

## WHO CAN BE A PATIENT AND FAMILY ADVISOR?

You can be an advisor if:

- You or a family member received care at Runnymede in the last three years
- You pass a criminal record check for vulnerable adults

No special qualification is needed to be an advisor. What's most important is your experience as a patient or family member. We will provide you with any other training you need.

## WHAT CAN YOU EXPECT AS A PATIENT AND FAMILY ADVISOR?

- Comprehensive orientation and

additional information or training as needed

- The opportunity to make a positive difference in how healthcare is delivered at Runnymede
- Accessible meeting rooms

## IS BEING A PATIENT AND FAMILY ADVISOR RIGHT FOR YOU?

Being a patient and family advisor may be a good match with your skills and experiences if you can:

- Speak up and share suggestions and potential solutions to help improve hospital care for others
- Talk about your experiences as a patient or family member – but also think beyond your own personal experiences
- Talk about both positive and negative care experiences and share your thoughts on what went well and how things could have been done differently
- Work with people who may be different than you
- Listen to and think about what others say, even when you disagree
- Bring a positive attitude to discussions
- Keep any information you may hear as an advisor private and confidential