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July 9, 2015

Dear Health Service Provider Leaders,

As you may already be aware, the government has announced plans to appoint its first Patient Ombudsman. The Patient Ombudsman will assist patients and their caregivers who have not had their concerns resolved through existing processes at hospitals, long-term care homes or community care access centres.

As a first step in selecting a Patient Ombudsman – and to ensure that the appointee has qualities that meet the needs of patients – the Ministry of Health and Long-Term Care is asking Ontarians to fill out a brief [feedback form](#). With this form, Ontarians will be able to identify the skills, experience and personality traits they would value most in a Patient Ombudsman.

To promote this public consultation, Waterloo Wellington LHIN asks you to consider helping the Ministry in one of the following ways:

- By hanging the enclosed poster in a highly visible location
- By referencing the feedback form and linking to it in your email responses to complainants
- By mentioning the feedback form in your calls with complainants
- By crafting tweets and Facebook posts that encourage followers to fill out the feedback form
- By retweeting the Ministry's tweets and sharing the Ministry's Facebook posts about the feedback form
- By posting content on your website about the feedback form and linking to it.

Please note that the form should take only ten minutes to complete; and that it will not require the respondent to enter any personal information.

Thanks for your help in getting the word out on this important initiative.

If you have any questions about this public consultation, please feel free to contact [ECFAA@ontario.ca](mailto:ECFAA@ontario.ca).

Sincerely,



Bruce Lauckner  
Chief Executive Officer