



Patient Experience Survey: Frequently Asked Questions

#1 Why does Brant Community Healthcare System conduct Patient Experience Surveys?

The goal of conducting patient experience surveys is to improve the patient and family experience. We rely on you to let us know what we're doing right and where we must do better. Your input and ideas will help us improve the future care and services provided to our patients.

#2 How and when will patients be contacted to participate in the survey?

When registering at each hospital visit, you will be asked to confirm your email address and provide consent to receive patient experience surveys. BCHS will only use email to communicate with you if you consent (give us permission).

#3 What kind of emails can I expect if I agree to communicate by email?

BCHS will only email you to ask you to fill out patient experience surveys. Please note: when consenting to receive emails, we will ask you if you consent to receive patients experience surveys and/or Foundation news and activities emails. You have the option of choosing either options, one option or none.

#4 Is participation mandatory?

No. Your participation in the patient experience survey is entirely voluntary. You do not have to consent to the survey, and will not be sent the survey if you choose to opt out.

#5 Can a participant's answers be used to identify them?

To ensure that respondents cannot be identified, survey responses are completely separate from any kind of personally identifiable information such as your name, email, or health card number.

#6 Can I opt out or change my mind once I give consent?

Yes. If you no longer wish to receive emails regarding the patient experience survey, please contact the Patient Experience office (519-751-5544 x 2395).

#7 Will the results of the survey be communicated?

The survey results will be shared internally with our Board of Directors, leaders, patient and family advisors and front-line staff to identify opportunities for improvement and to help us measure our progress on these items.



#8 During my visit, if I did not provide my email at the point of registration, can I still complete the patient experience survey?

If you're an inpatient admitted to the hospital, you will be provided information upon discharge for your options to complete the Confidential Patient Experience Survey. If you are an outpatient, please provide your email at registration during your next visit to the hospital.
