

## The Patient Family Advisory Council is looking for people who are:

- Committed, reliable, trustworthy and believe their investment of time can make a difference
- Willing to share their RVH healthcare stories, and also think beyond their own personal experiences
- Comfortable partnering with many types of healthcare professionals and other patients
- Good listeners who respect other opinions and perspectives
- Bring a positive, solution-oriented attitude to discussions
- Keep any information they hear as an advisor private and confidential

## Interested in becoming an RVH Patient Family Advisor?

Call: (705) 728-9090 ext. 42319  
Email: [patientfamilyadvisory@rvh.on.ca](mailto:patientfamilyadvisory@rvh.on.ca)

Download, complete and submit the application form from our website:  
[www.rvh.on.ca](http://www.rvh.on.ca)

(Click on the About RVH tab and then the Patient Family Advisory Council)

Hard copy of the application form available by calling number above

Royal Victoria Regional Health Centre  
201 Georgian Drive  
Barrie ON L4M 6M2



## Become a Patient Family Advisor



Make each life better. Together.

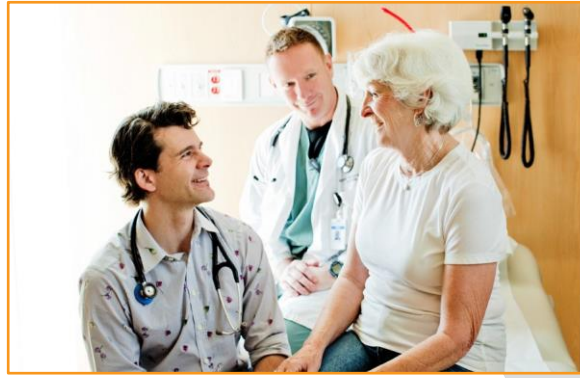
# MY CARE

Patients and their families are at the centre of all we do at Royal Victoria Regional Health Centre and they have a right to expect the best possible care experience. Always. Every day. And without exception. And that laser-like focus on our patients and their families – a philosophy we call MY CARE - will ensure we not only meet your needs, but exceed your expectations.

We want patients and their families to be partners in their care - involved in planning and decision-making every step of their healthcare journey. RVH's Patient Family Advisory Council (PFAC) is the cornerstone of that patient-centred strategy. It is only when we see healthcare through the eyes of patients and their families that we can improve and further enhance their experience.

## Why are Patient Family Advisors important?

Their voice will help us identify and address patient and family needs in all aspects of care, improve access, ensure clear, respectful communication, simplify processes and make it easier to navigate the healthcare system.



## Patient Family Advisors:

- **Tell their story.**  
They share their healthcare experiences – positive and negative – with staff and other patients.
- **Participate in committee work.**  
They bring an invaluable perspective to the planning and decision making table.
- **Review and help create education or information materials.**  
They help review or create materials such as forms, health information handouts and discharge instructions, ensuring materials are meaningful, and easy-to-understand.
- **Work on short-term projects.**  
They may partner with us on special projects, such as helping to launch a new initiative or plan a patient service or space.

### Should you become a Patient Family Advisor?

When you or your family member was in the health centre, did you think there were things we could have done better? Do you have ideas about how RVH can improve the patient experience? The Patient Family Advisory Council provides invaluable information and perspectives that help us improve the quality and safety of care.

### What qualifications are required?

If you or a family member have received care at Royal Victoria Regional Health Centre in the past two years, you are eligible to be a Patient Family Advisor, if you are 18 or over.

You don't need any special qualifications. What's most important is your experience as a patient or family member and your willingness to share your story and ideas in a constructive way.

All applications will be reviewed by a selection committee in advance of scheduling a short interview with a qualified candidate. Successful applicants must pass a police check. We will provide you with any other training you need. Parking passes will be provided.

### What is the time commitment?

Patient Family Advisors must commit to serving on the council for a minimum of one year. The time commitment varies depending on the project, but typically advisors volunteer 1- 4 hours per month.