



## **Consider Becoming a Member of the Pembroke Regional Hospital's Patient and Family Advisory Council**

### **A patient advisor is someone who:**

- Wants to help improve the quality of our hospital's care for all patients and family members.
- Gives advice to the hospital based on his or her own experiences as a patient or family member.
- Partners with staff on how to improve the patient experience.
- Works with staff for either short or long-term commitments, depending on the project.

### **Who can be an advisor?**

- You can be an advisor if you or a family member recently received care at the Pembroke Regional Hospital.
- You do not need any special qualifications to be an advisor.
- What's most important is your experience as a patient or family member of a patient. We will provide you with any other training you need.

### **What are some of the responsibilities of the advisors?**

- Actively promote and create new and unique opportunities for communication, collaboration and partnering among patients, families and staff.
- Identify and support opportunities for improvement within the hospital from the patient and family perspective.
- Receive reports on patient satisfaction.
- Celebrate and share in the milestones and successes.

**At the Pembroke Regional Hospital, patient advisors give us feedback and ideas to help us improve the quality and safety of care we provide.  
Your skills and experience might make this the right fit for you!**

*"The Patient and Family Advisory Council (PFAC) represents an effective avenue for us - as recipients of medical assistance - to provide input for the continuing improvement of our hospital and its services. Our PFAC members are involved in varied and significant aspects of patient well-being. Your opinions and suggestions matter." **Richard Sheppard, Co-Chair***

If you are interested in learning more about the role of the patient advisor or applying to become one, please contact:

Pembroke Regional Hospital  
705 Mackay Street  
Pembroke ON K8A 1G8  
Phone: (613) 732-2811, extension 6161  
Email: [laurie.tomasini@prh.email](mailto:laurie.tomasini@prh.email)  
Fax: (613) 732-9986

*Leading, Learning,  
Caring For You*