



**Community Information Session
Northern Patient Care Quality Review Board**

*A chance to learn about the care quality complaint process in British
Columbia*

Who: The Northern Patient Care Quality Review Board is an independent board put in place to resolve complaints originating with the Northern Health Authority. The Board has been in place since October, 2008.

What: The Board would like to extend an invitation to you to attend an information session about the patient care quality review process.

The information session will cover:

- An overview of the care quality complaint process
- Information on how to register a care quality complaint with the Northern Health Authority or the Review Board
- A question and answer session

Why: The Northern Patient Care Quality Review Board may review most complaints relating to patient care as well as residential care. Understanding our work will help you explain the complaint process to patients who have concerns about their quality of their care.

When: Monday, December 12, 2011 from 11:00 AM to Noon

Where: University of Northern British Columbia (Prince George), in the Conference Centre, room 6-205