



Jocelyn Oates

## Patient Relations Takes Center Stage at MCVH

Patient relations is taking center stage thanks to a new department that's centrally located and entirely focused on lending a helping hand to patients and their families.

"It's all about communication," says Patient Relations Director Jocelyn Oates. "Whether a patient is in the hospital or back at home, the new Patient Relations department is the central resource for providing assistance with issues and concerns. Patients and their families need to know there's someone in their corner. When patients need to talk about ways we might be able to serve them better, we want to know. That's why we're here."

Oates' department handles patient and family compliments and complaints—and everything in between. Patient Relations staff also provides

guidance with understanding the policies and procedures of MCV Hospitals and Physicians as well as the Patient Bill of Rights and Responsibilities. In fact, an individual copy of the Patient Bill of Rights and Responsibilities will be distributed to every newly admitted patient.

"Our ultimate goal is to be a helpful resource for all of our patients—inpatient as well as outpatient, downtown and at our many satellite locations around Richmond," she adds. "In the beginning, as our program gets off the ground, the responsibility for communication falls to us. We have to get the word out that we're here—and why we're here. Then we have to make sure patients and their families have ready access to our services. Our first step is putting our in-house phone number in every patient room. If a patient needs to find us, we're just a phone call away."

Also on the horizon are plans for enhanced internal customer service training and education as well as a full staff of Patient Relations ambassadors who will visit patients one room at a time. Ambassador volunteers are now being recruited—call for more information about how you can get involved. You can reach the Patient Relations department at 628-0400, or toll-free at (800) 554-4815.

## VCUHealth.org Goes Live with Brand-New Website

Do you want instant access to up-to-the-minute healthcare information? Are you looking for a physician in a particular specialty? Do you want to know more about the health system that's providing your family's healthcare? Look no further than the VCU Health System's brand-new website at [www.vcuhealth.org](http://www.vcuhealth.org).

Newly updated with a vast array of healthcare topics and information about the physicians who are part of the MCV Hospitals and Physicians family, the website is designed to be a comprehensive resource for answers to many of your family's healthcare questions.

A new feature of particular interest to today's busy families is the online appointment request option. After you make your online advance request to see an MCVH doctor, an appointment scheduler will contact you with specific scheduling options.

"Revamping this website has been an intensive six-month project," says Webmaster Joseph Cirillo. "It's truly a dynamic resource that will be constantly evolving—so watch for exciting additions in the future."