



CLINTON  
PUBLIC HOSPITAL

ST. MARYS  
MEMORIAL HOSPITAL

SEAFORTH  
COMMUNITY HOSPITAL

STRATFORD  
GENERAL HOSPITAL

## The Right Care at the Right Time in the Right Location

Dear Patients and Families,

The number one goal of your healthcare team is to ensure that you receive the **right care** at the **right time** in the **right location**.

Throughout your hospital stay your team will work with you to ensure you receive excellent care and that your hospital stay is only as long as necessary for your healthcare needs.

During your hospital stay you may be moved to another Huron Perth Healthcare Alliance (HPHA) hospital site or to a hospital outside of the HPHA to continue your care. This may be because of the type of care that you need or because there are other sick patients who need to be admitted to this hospital. A move always involves discussion with your doctor to make sure that it is appropriate.

Planning for your return home is very important to make sure that the right services are in place when you leave the hospital. If you need extra help at home, the South West Local Health Integration Network (SWLHIN) Home & Community Care will help create a home plan with you. If it is not possible to return to your home, SWLHIN Home & Community Care will help you to find available options in the community such as Retirement and Long-Term Care Homes or temporary beds while waiting for Long-Term Care.

Although discharges can occur at any time of the day, planned discharges occur by 10:30 a.m. in order to prepare for new patient arrivals.

If you have any questions or suggestions while you are receiving care at the hospital, I invite you to speak to a Member of your healthcare team or to contact me directly at 519-272-8210 extension 8202, on my cell at 519-274-0021 or via e-mail at [andrew.williams@hpha.ca](mailto:andrew.williams@hpha.ca).

Sincerely,

Andrew Williams, B. Sc. (Hon), MHSA, CHE  
President & Chief Executive Officer