

## What you need to know about Your Voice Matters Information for Patients, Family and Care Partners

### Your Voice Matters: A Patient Experience Survey

**Your Voice Matters** is a survey for people in Ontario who are getting cancer care. It helps us know how you feel about your most recent cancer care visit.

It takes **about 5 minutes to complete** the survey.

You can complete the survey **every 30 days**.

This survey is different from the **Your Symptoms Matter** assessment.

### Who can complete Your Voice Matters?

- Adult patients in Ontario who are getting cancer care.
- Family, friends, and care partners who support a patient with their cancer visits may help or complete the questions on behalf of a patient.
- Ask a staff member or volunteer to learn more about how to complete **Your Voice Matters**.

### Why complete Your Voice Matters?

Your feedback helps improve the cancer care experience. It lets the hospital and Ontario Health know about what you value at your visits.

### Types of questions in Your Voice Matters

Many things can affect how you feel about your cancer care. **Your Voice Matters** will ask about your experience:

- Before your visit (for example: contacting the cancer clinic)
- During your visit (for example: meeting with your cancer care team)
- After your visit (for example: learning about the next steps in your care)
- Overall

You do not need to answer all the questions if you do not want to.

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### Your answers will be kept private and confidential

Your answers are private and will not be seen by your cancer care team.

All answers are combined and sent to Ontario Health (Cancer Care Ontario).

The overall results are then shared with your hospital by Ontario Health (Cancer Care Ontario).

### How to fill out Your Voice Matters

- Using your own device (like a cell phone, computer, or tablet) by going to this link:  
<https://isaac.ontariohealth.ca/yvm/cancer>
- At a kiosk, computer, or tablet in the cancer clinic
- By scanning the QR code that you see here or on a **Your Voice Matters** poster



### For more information about Your Voice Matters, please visit:

[cancercareontario.ca/your-voice-matters](https://cancercareontario.ca/your-voice-matters)

### Patient Experience Contacts

You can share feedback about your experience directly with your care team.  
If your concern needs more attention, please contact:

Patient Relations

Phone: 519-749-4300 ext. 2966

Email: [patient.feedback@grhosp.on.ca](mailto:patient.feedback@grhosp.on.ca)