

Patient Feedback

Your Voice Matters

At Kailash Cancer Hospital & Research Centre, we are committed to providing exceptional care and support to our patients. Your feedback is invaluable in helping us enhance our services and ensure that we meet your needs with the highest standards of quality and compassion. This page provides you with the information on how to share your experiences, concerns, and suggestions with us.

How to Share Your Feedback

Online Feedback Form

We've created an easy-to-use online feedback form which is available on our website **Patient Services page**. Here you can share your thoughts about your recent experience with us. Your input helps us understand what we're doing well and where we can improve.

Feedback Kiosk

For those visiting our facility, feedback kiosks are available in our lobby and waiting areas. These kiosks allow you to provide feedback quickly and anonymously.

Email Us

You can also share your feedback via email. Please send your comments, concerns, or suggestions to info@greenashram.org. We aim to respond to all emails within 1-2 days.

Phone Feedback

If you prefer to speak directly with someone, you can call our patient relations department at 02668-265300. Our team is available to listen to your feedback and address any concerns you may have.

What to Include in Your Feedback

To help us address your feedback effectively, please include the following details:

- **Date of Visit:** When you were at our hospital
- **Department/Service:** The area or service you interacted with
- **Your Experience:** A detailed description of your experience, including any specific staff members you interacted with
- **Suggestions for Improvement:** Any ideas you have for enhancing our services or facilities

How We Use Your Feedback

Your feedback is carefully reviewed by our quality improvement team. We use it to:

- **Identify Areas for Improvement:** Understand and address any issues or gaps in our services.
- **Enhance Patient Experience:** Implement changes that will improve the overall patient experience.
- **Recognize Excellence:** Acknowledge and celebrate the efforts of our staff who are making a positive impact.

Follow-Up

If you would like a response to your feedback or need to discuss a specific concern, please indicate this on the feedback form or in your email. We will follow up with you as soon as possible to address your concerns and provide any necessary assistance.

Confidentiality and Privacy

We respect your privacy and ensure that all feedback is handled confidentially. Personal information shared in your feedback will be used solely for the purpose of improving our services and will not be disclosed without your consent.

Thank You

Thank you for taking the time to provide your feedback. Your insights are essential in helping us deliver the best possible care and support to all our patients. At Kailash Cancer Hospital & Research Centre, we are dedicated to making your experience as positive and supportive as possible.

For any immediate concerns or urgent issues, please contact our patient relations department directly at 02668-265300 or info@greenashram.org.

We appreciate your partnership in our commitment to excellence in cancer care.