

# Patient Experience Participants (PEP)

## FAQs

### 1. What is the application process for being a PEP?

The steps are outlined below.

- a. Application form online
- b. In-person interview
- c. Reference check (including police check)
- d. Confirmation – letter or email from MSH
- e. Orientation at MSH
- f. Assignment – Participate in activities once called upon

### 2. How does this differ from being a regular volunteer?

MSH has hundreds of volunteers that bring a wealth of knowledge, skills, and expertise to the hospital, assisting in both clinical and non-clinical functions. Volunteers play many roles, from providing clerical assistance, patient support, and customer service, to participating in fundraising activities. A PEP volunteer's efforts will be focused on advising different departments and groups based on their experience as a patient/caregiver of a patient, for the overall goal of improving patient experience.

### 3. Will I get reimbursed for parking and/or other expenses related to my PEP involvement?

Parking at MSH will be covered for PEP volunteers. Other expenses are not covered by MSH. Depending on the type and time of the meeting refreshments and meals may be provided to PEP volunteers.

### 4. I have not been a patient at MSH, can I still be a PEP volunteer?

You do not have to be a patient at MSH to be a PEP volunteer. Family members/caregivers of a MSH patient can also apply to be a PEP volunteer. PEP volunteers must have had a recent experience at the hospital as a patient/family member/caregiver within the last 3 years.

### 5. What kind of commitment is expected?

This depends on the task and the working group. All PEP volunteers will be informed of a time commitment required for each specific assignment.

### 6. What activities will I be expected to participate in?

There are a variety of programs and activities that a PEP volunteer can participate in, including: being a member of working groups/committees, taking part in focus groups, reviewing patient education material etc...

### 7. How long do I remain a PEP volunteer?

Once you have been confirmed a PEP volunteer, you will remain on for a 2 year term.

### 8. Do I have to live in Markham to be a PEP volunteer?

No, you do not have to live in Markham to be a PEP volunteer. As long as you are 18 years of age or older and have been a recent (within the last 3 years) patient/family member/caregiver, you qualify to apply.

### 9. Once I become a PEP volunteer, how will I know what upcoming opportunities there are to participate in?

All opportunities searching PEP volunteer participation will be posted on our website at [msh.on.ca/pep](http://msh.on.ca/pep). Opportunities will also be emailed to the entire PEP group as they become available.

### 10. Who do I contact if I have additional questions?

You can direct questions or comments to [patientexperience@msh.on.ca](mailto:patientexperience@msh.on.ca) or call 905-472-7373 ext. 6916.

