

Alzheimer Society

S A S K A T C H E W A N

Learn More **Live Well**

Care Issues and Concerns

Who to talk to? What to do?

Step 1

Start with an open conversation with the care provider such as the staff, supervisor, unit manager or facility administrator at the time of the incident or shortly after, when possible.

This approach can often resolve the concern.



Concerns are best handled as close to the point of delivery of care as possible.

Step 2

For Saskatchewan Health Authority facilities:

Contact the Saskatchewan Health Authority Client Concerns Office in your area. Client Concerns Specialists receive concerns and liaise with patients, residents, and families to address them. Available Monday to Friday, 8:00 a.m. – 4:00 p.m.

Integrated Rural Health

RuralClientConcerns@saskhealthauthority.ca
1-855-778-7708

Integrated Northern Health

NorthClientConcerns@saskhealthauthority.ca
1-833-484-2577

Saskatoon

SaskatoonClientConcerns@saskhealthauthority.ca
306-655-0250 / 1-866-655-5066

Regina

ReginaClientConcerns@saskhealthauthority.ca
306-766-3232/ 1-866-411-7272

Or submit your concern online at:

<https://www.saskhealthauthority.ca/contact/patient-or-client-concerns-and-feedback>

For private Personal Care Homes:

[Click this link](#) or visit www.saskatchewan.ca

Care Issues and Concerns (continued.)

Step 3

If care issues or concerns persist, individuals may contact the Saskatchewan Ministry of Health. More information is available on the Ministry of Health's website:

<https://www.saskatchewan.ca/government/government-structure/ministries/health>

Step 4

If, at the conclusion of a review, a client, patient, or family member feels that they have been treated unfairly in the review and follow-up of their concerns by the Saskatchewan Health Authority and/or by the Ministry of Health, they may wish to share concerns with the office of the Ombudsman Saskatchewan.

Ombudsman Saskatchewan is an independent office, headed by the provincial Ombudsman who is appointed by the Legislative Assembly.

The role of the Ombudsman is to hold the government accountable in matters of fairness. Ombudsman Saskatchewan promotes fairness by taking complaints about unfairness in government services and making recommendations to government or government agencies about fair practices.

Ombudsman Saskatchewan
1-800-667-9787
<https://ombudsman.sk.ca>

Learn more about Ombudsman Saskatchewan: <https://ombudsman.sk.ca/about-us/what-we-do/>

Do you have an Ethical Concern?

An ethics consultant from the Saskatchewan Health Authority can work with you and those involved, ensuring that all options are carefully considered regarding values, beliefs, and duties. The ethics consultant will try to help you figure out what is most important to you, and help you find ways to deal with the things you are worried might happen because of your decision.

See links for further information and contact numbers:

<https://www.saskhealthauthority.ca/our-organization/our-direction/ethics>

<https://www.saskhealthauthority.ca/sites/default/files/2022-12/brochure-academics-and-learning-bioethics-and-you.pdf>

Resources

Government of Saskatchewan, Ministry of Health: Resolving Health Care Concerns and Complaints, <https://www.saskatchewan.ca/residents/health/accessing-health-care-services/resolving-health-care-concerns-and-complaints>

Saskatchewan Health Authority Patient or Client Concerns and Feedback, <https://www.saskhealthauthority.ca/contact/patient-or-client-concerns-and-feedback>

Ombudsman Saskatchewan
<https://ombudsman.sk.ca>

Client Concerns Office Information for Patients, Residents, and Families Brochure; Saskatchewan Health Authority