

Consent, Privacy and Confidentiality

All conversations with the Client Concern Specialist are private and confidential.

As a patient, client or resident, if you have issues or concerns with your care, we need to speak directly to you in order to gain your consent for our involvement. As per *The Health Information Protection Act* within Saskatchewan, we cannot proceed in our role without an individual's consent.

If you wish to contact our office about your loved one's care, please ensure you make your loved one aware that you are doing so. We will still need to talk to them directly to obtain their consent to proceed, unless their competency to consent is a factor. If they are unable to provide consent for themselves, we would require their health proxy or next of kin to contact the office to provide consent on their behalf.

If you had a great health care experience, please let us know. We can assist you with providing feedback to your care team.

Other Available Resources

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

College of Physicians & Surgeons of Saskatchewan
Phone: 1-800-667-1668
Email: qualityofcare@cps.sk.ca
Website: <https://cps.sk.ca>

SHA Privacy & Access
Phone: 1-844-655-0259
Email: privacy@saskhealthauthority.ca



saskhealthauthority.ca

Client Concerns Office

Information for Patients, Residents, and Families

Share Your Experience at:

www.saskhealthauthority.ca/contact/

The Saskatchewan Health Authority is committed to the pillars of Patient & Family Centred Care: Respect, Dignity, Information Sharing, Participation & Collaboration.



Healthy People, Healthy Saskatchewan

Guide for Contacting the Client Concern Office: (Hours of operation 8:00 am to 4:00 pm)

Our role as a Client Concern Specialist is to liaise patients, residents, and families with the right leader to provide a response to care management concerns received in the Saskatchewan Health Authority. Your concern will be handled timely, with respect and confidentiality.

If there is no immediate answer there will be a response within two working days.

When contacting the office about your concern, please have ready:

- Patient, client or resident's name
- Primary Care Giver's name if contacting on behalf of patient
- Location where concern occurred
- Date and time, if possible, when the concern occurred



Concerns that Can be Directed to the Client Concern Specialist

The Client Concern Specialist will make an initial contact with you to discuss your concerns in an effort to best support you.

We can help with concerns such as:

- Quality of care received
- Access to services (i.e. waiting times)
- Perceived gaps in the services being provided
- Supportive services (i.e. meals, housekeeping)
- Client assessment processes for health care services (i.e. home care, long term care placement, etc.)
- Direct non-jurisdictional concerns as appropriate.

Please note that our Client Concern Specialists can only assist with questions or concerns regarding care or services received in Saskatchewan Health Authority facilities and programs.

The Saskatchewan Health Authority works in the spirit of truth and reconciliation, acknowledging Saskatchewan as the traditional territory of First Nations and Métis People.

Contact Us

Integrated Rural Health

E: RuralClientConcerns@saskhealthauthority.ca
P: 1-855-778-7708

Integrated Northern Health

E: NorthClientConcerns@saskhealthauthority.ca
P: 1-833-484-2577

Saskatoon

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

Regina

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

