



We want you to have the best possible care experience.

You can expect to be cared for in a safe and respectful way.

This means we will:

- Provide care that is free from all forms of racism and discrimination.
- Tell you our names and roles before we provide services to you.
- Explain things in understandable ways.
- Provide translation services where English isn't your first language.
- Strive to support you when you want to include cultural supports and healing practices in your care.
- Provide high quality care that is as private as possible.
- Explain the risks and benefits of treatments or procedures before we ask you to make decisions about them.
- Keep your health information accurate and private.

You can expect to be involved in your care.

This means we will:

- Work with you to set goals and make decisions about your health.
- Partner with you to include your choices, needs and values in your care plan.
- Support you to have at least one family member, friend or other person be with you during your care to support your wellbeing.
- As you how involved you want that support person to be in your care.
- Ask you about your health care wishes and support you to understand how to choose someone else to make decisions for you if you aren't able to.
- Help you to access your health information if you want to see it.
- Ask you to share your concerns and feedback with us. Your care will not be negatively affected if you do.
- Listen to your concerns and do our best to resolve them.

We ask that you:

- Let your care team know if you have questions about your care or concerns about safety.
- Treat staff, other patients, families and the space you are in, with respect.
- Respect the privacy of other patients and families.

Please share any feedback, questions or concern with your care team. You can also tell us about your care by answering a patient survey.

Patient Survey: Our Commitment To Each Other Patient Rights and Responsibilities



If you can't resolve a concern with your care team, you can contact a Client Concerns Specialist for help.
Rural: 1-855-778-7708 North: 1-833-484-2577
Saskatoon: 306-655-0250 / 1-866-655-5066 Regina:
306-766-3232 / 1-866-411-7272

Let your care team know if you have questions about your rights and responsibilities.