

Promoting & Protecting Fairness in Health Care Facilities



**Ombudsman
Saskatchewan**
Promoting Fairness

Having
problems
while
receiving
care in
a **health
facility?**

Maybe we can help.

When residents or their families feel a decision has been made or an action taken that unfairly affects them, **the Ombudsman may be able to help.**

Before contacting us, try to solve the problem yourself.

- 1.** Talk to a staff member or the manager in the home or facility.
- 2.** Not satisfied? Contact the Client Representative or Quality Care Coordinator for the health region. (This name should be posted in the facility but you can also get it by visiting the health region's website.)
- 3.** Still not satisfied? Contact us.

Frequently Asked Questions

What kinds of complaints can the Ombudsman take?

We take complaints about unfair decisions that have affected you.

For example:

- limited or delayed access to needed services
- health or safety issues in your room, the home or facility

- unexplained restrictions placed on your visitors
- lack of meaningful explanations for decisions that affect you
- facility rules that do not seem to be applied fairly
- bills that do not make sense even after you have sought explanation
- quality of care

What kinds of complaints can't the Ombudsman take?

Examples include:

- clinical decisions made by doctors, nurses, dentists, therapists, etc.
- personal disagreements with other residents

Who can contact the Ombudsman?

Anyone who feels they may have been affected by an unfair decision or action by a provincial government agency (including health regions and their affiliated agencies). Ideally, we would talk directly with the person affected. If that is not possible, we can work with a key contact or next of kin.

What does it cost?

Our services are free.

What will happen if I make a complaint?

We will:

- ask you about what happened
- ask what steps you have taken to try to solve the problem
- talk to staff to better understand their reasoning
- talk with you about next steps (if required)

Will the Ombudsman be on my side?

The Ombudsman is independent and neutral. That means we are not on anyone's side. We consider both sides of a situation and, when appropriate, make recommendations to the home or facility, the health region or Ministry of Health when we think they could have done better.

Will my complaint be investigated?

We always hope that a quick solution can be found. This may include facilitated communication, negotiation or mediation. If that is not possible, we may investigate.

What will the end result be?

It depends. Every case is different, but here are some possible results:

- The home or facility may voluntarily decide to make changes to fix the problem.
- The Ombudsman may decide that the home or facility could have done better, and may make a recommendation stating what they should do.
- If we think that you need a better explanation about what happened, we will ask the home or facility to do this.
- The Ombudsman may decide that there has not been unfairness and that no remedy or correction is needed.

Whatever the outcome is, we will share our conclusions with you and explain our reasoning.

How to Contact Us

Our services are free and confidential.

By Phone, in Writing or in Person

Regina Office

150 – 2401 Saskatchewan Drive

Regina, SK S4P 4H8

Tel (306) 787-6211

Toll free 1-800-667-9787

Fax (306) 787-9090

Saskatoon Office

500 – 350 3rd Avenue North

Saskatoon, SK S7K 6G7

Tel (306) 933 -5500

Toll Free 1-800-667-9787

Fax (306) 933-8406

Office Hours (both locations)

Monday to Friday

8 a.m. to 12 p.m. and 1 p.m. to 5 p.m.

Online

www.ombudsman.sk.ca



**Ombudsman
Saskatchewan**
Promoting Fairness