

# 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 loved ones 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 your Quality of Care Coordinator. (Contact information should be posted in the facility but is also on the Saskatchewan Health Authority'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 the Saskatchewan Health Authority, the Ministry of Health, and many other health entities).<sup>\*</sup> 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.

*\*See our website for more details about our jurisdiction, including the provincial, municipal and health sectors.*

## **What does it cost?**

Our services are free.

## **What will happen if I make a complaint?**

We will:

- ask you about what happened
- 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 and we consider both sides of a situation.

### **Will my complaint be investigated?**

We often try to solve the problem without a formal investigation. For example, we might help the parties communicate with each other. However, we will investigate if we decide that is appropriate.

### **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.
- Based on the results of an investigation, the Ombudsman may decide that the facility, the Saskatchewan Health Authority, or other health entity could have done better, and may make a recommendation, stating what they should do.
- If we think you need a better explanation about what happened, we will ask the facility, SHA or other health entity to give you one.
- 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.

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## **HOW TO CONTACT US**

Our services are free and confidential.

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### **Regina Office**

500 – 2103 11th Avenue

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### **Saskatoon Office**

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### **Online**

[www.ombudsman.sk.ca](http://www.ombudsman.sk.ca)



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