



OUR COMMITMENT TO EACH OTHER

Client Rights and Responsibilities

We acknowledge that we are living on Treaties 2, 4, 5, 6, 8 and 10 territories and the Homeland of the Dakota, Lakota and Métis. Recognizing this history is important to our future and our efforts to close the gap in health outcomes between Indigenous and non-Indigenous peoples.

In honour of the 6,500 residential school survivors who shared their stories, we will work to advance the Truth and Reconciliation Commission Calls to Action. We are committed to addressing impacts of racism, discrimination and trauma.

We want everyone to have the opportunity to be as healthy as possible. Together, we will continue to design a health system where care is available, accessible and fair for everyone.

As a client you are a part of your health care team. We want you to know what you can expect from us, and what we expect from you during your care. This will help us all to have the best health care experience, together.

AS A CLIENT YOU CAN EXPECT TO BE:

Cared for in a safe and respectful way.

That 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.

Involved in your care.

That 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.
- Ask you how involved you want that support person to be in your care.
- Ask you about your healthcare 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 clients, families and the space you are in, with respect.
- Respect the privacy of other clients and families.

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

Share your feedback or concerns.

We want you to have the best possible care experience. We commit to making you an important part of your health care team. Please share any feedback, questions or concerns with your care team. You can also tell us about your care by answering a client survey. If you can't resolve a concern with your care team, you can contact a Client Concerns Specialist for help.

www.saskhealthauthority.ca/contact/patient-or-client-concerns-and-feedback

Rural Phone : 1-855-778-7708
Saskatoon Phone: 306-655-0250 / 1-866-655-5066

North Phone : 1-833-484-2577
Regina Phone : 306-766-3232 / 1-866-411-7272

