

Please Share Your Comments



Patient Advocate Services

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Regina Residents

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CEAC 0656 | January 2021



saskhealthauthority.ca

PATIENT ADVOCATE SERVICES

Regina Area



Healthy People, Healthy Saskatchewan

Name: _____

Phone: _____

Email: _____

What to do if you have a concern

Resolving concerns at the point of care is the most effective. If you have questions or concerns about the care or service provided to you or a family member, you should:

- Speak first with the staff and doctors involved in your care.
- If you still have questions or you are not comfortable speaking directly to those involved in your care, speak with the Unit Manager.
- If you require further assistance, speak with a Patient Advocate.

SHA Values

SAFETY: *Be aware.* Commit to physical, psychological, social, cultural and environmental safety. Every day. For everyone.

ACCOUNTABILITY: *Be responsible.* Own each action and decision. Be transparent and have courage to speak up.

How a Patient Advocate can help you

Patient Advocates are available to assist you with concerns if you are unable to get the answers you are looking for. They can:

- Inform you of your rights, options, and responsibilities
- Ensure your concerns are reviewed and coordinate a regional response
- Recommend changes to improve the quality of health services provided in RQHR

Patient Advocates can help you navigate through more than one service area and connect you with the people or information you need.

The Saskatchewan Health Authority is committed to providing Patient and Family Centered Care. Each patient/resident/client/family member is a valuable partner on the health care team. As a team we need to communicate and work together to create the most satisfactory care experience.



**EVERY INTERACTION
EVERY TIME
ALWAYS**

RESPECT: *Be kind.* Honour diversity with dignity and empathy. Value each person as an individual.

COLLABORATION: *Be better together.* Include and acknowledge the contributions of employees, physicians, patients, families and partners.

COMPASSION: *Be caring.* Practice empathy. Listen actively to understand each other's experiences.