

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.

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.

RQHR VALUES

Compassion

You feel that we care.

Respect

All interactions and relationships, decisions and actions in the health care environment are expected to be conducted respectfully.

Collaboration

Patients/clients/residents/families are members of the health care team. Participation in and communication about your care and treatment is supported and encouraged.

Knowledge

Your care is based on evidence, standards of practice and sound ethics. You know who is part of your health care team.

Stewardship

Accountability for the people and resources entrusted to us, and the courage to do what is right.

As a health care consumer, you can expect to see these values reflected in every interaction you have with the Regina Qu'Appelle Health Region.

