

- Request a second opinion of change of doctor with no negative impact on your care

- Communication in a way you can understand

As a patient/client you have the responsibility to:

- Treat our staff and other patients with consideration and respect

- Respect the privacy of other patients

- Give accurate and complete information about your health and medical history

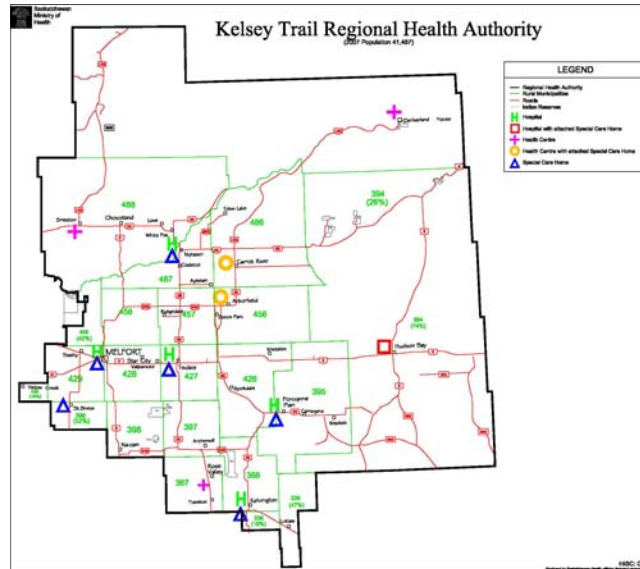
- Participate in decisions about your health care

- Ask questions until you clearly understand your diagnosis, treatment or method of care

- Tell your doctor if you are using any alternative or complimentary therapies such as herbs, vitamins, sweat lodges, acupuncture, etc.

- Provide a copy of your “Health Care Directive” if you have one

- Designate someone to make decisions on your behalf, if necessary.



**Quality of Care
is a service of the
KELSEY TRAIL HEALTH
REGION**

*For more information about this or other services
of the Kelsey Trail Health Region
contact the Regional Office at
(306) 873-6600 or visit our website
www.kelseytrailhealth.ca*



Provincial Health Line—24 hour health advice

HealthLine
1-877-800-0002

www.healthlineonline.ca



KELSEY TRAIL
HEALTH REGION

Quality of Care Coordinator

Toll-Free

1-877-573-6601



**We Value
Your Comments**

Healthy People in Healthy Communities

The Kelsey Trail Health Region is committed to providing quality care.

The Kelsey Trail Health Region strives to provide the best service possible. We appreciate hearing what it was like to be a patient or client in our care. If you had a positive experience in any of our facilities, please give your compliments to the staff.

What should I do if I have a concern?

We understand that at times, despite our best efforts, situations that cause concern occur.

- If you have questions or issues regarding the service you received, please speak to the member of your health care team who can best help.
- If you are not comfortable speaking with the health care provider, or unhappy with the response, speak with the person in charge.
- If you are unable to resolve your concern, the Quality of Care Coordinator may be able to help.

Quality of Care Coordinator
Toll-Free
1-877-573-6601

What does the Quality of Care Coordinator do?

The Quality of Care Coordinator will:

- Listen to your concerns
- Explain Kelsey Trail Health Region policies and your rights and responsibilities
- Talk to staff on your behalf if you wish
- Assist in resolving your concerns
- Make recommendations for improvements where necessary

All conversations with the Quality of Care Coordinator are private and confidential unless you give your permission to speak or act on your behalf.

The quality of your care will not be affected if you raise a concern.

Patient Rights and Responsibilities

These statements outline what patients, families and staff can expect of each other to make your stay a successful, safe and supportive experience.

As a client, you have a right to:

- Receive high quality care delivered by professional staff in a safe environment
- Be treated with dignity and respect
- Information about your diagnosis and the likely course of your illness
- Information about the benefits and risk of any recommended procedure or treatment
- Give, refuse or withdraw consent for a treatment or procedure and to know the medical consequence of your decision
- Information about your follow-up care
- Have another person present with you while being examined by a doctor
- Know the name and qualifications of those people providing your care
- Read or request a copy of your medical record
- Expect that your personal and medical information will be kept confidential
- Voice concerns about your care