

CONTACT INFORMATION

**Provincial Quality of Care
Coordinators/Acute & Emergency
Services Branch/Ministry of Health**
(306) 787-2718
www.health.gov.sk.ca/client-reps

Ombudsman Saskatchewan
Regina Office
787-6211 or 1-800-667-7180
Saskatoon Office
933-5500 or 1-800-667-9787
www.ombudsman.sk.ca

**Professional Regulatory
Organizations**
For more information, please contact
the appropriate health professionals
regulatory organization.

Saskatchewan College of Podiatrists
2105 Retallack Street
REGINA, Saskatchewan S4T 2K5
(306) 352-9091
www.scop.ca

**Chiropractors' Association of
Saskatchewan**
3420A Hill Avenue
REGINA, Saskatchewan S4S 0W9
(306) 585-1411
www.saskchiropractic.ca

**College of Physicians and
Surgeons of Saskatchewan**
#500 321A 21st Street East
SASKATOON, Saskatchewan S7K 0C1
(306) 244-7355
www.quadrant.net/cps

**Saskatchewan College of
Paramedics**
851 Argyle Street North
REGINA, Saskatchewan S4R 8H1
www.collegeofparamedics.sk.ca

**Saskatchewan College of
Pharmacists**
#700 – 4010 Pasqua Street
REGINA, Saskatchewan S4S 7B9
(306) 584-2292
www.saskpharm.sk

**Saskatchewan Dental Assistants'
Association**
P.O. Box 294
KENASTON, Saskatchewan SOG 2N0
(306) 252-2769
www.sdaa.sk.ca

**Saskatchewan Dental Hygienists'
Association**
114-3502 Taylor Street East
SASKATOON, Saskatchewan S7H 5H9
(306) 931-7342
www.sdha.ca

**College of Dental Surgeons of
Saskatchewan**
#202 - 728 Spadina Crescent East
SASKATOON, Saskatchewan S7K 4H7
(306) 244-5072
www.saskdentists.com

**Dental Technicians Association of
Saskatchewan**
P.O. Box 8035
SASKATOON, Saskatchewan S7K 4R7
saskdtas@hotmail.com

**Saskatchewan Dental Therapists
Association**
P.O. Box 360 2364 Proton Avenue
GULL LAKE, Saskatchewan SON 1A0
(306) 672-3699
www.sdta.ca

Denturist Society of Saskatchewan
507 100A Street
P.O. Box 1149
TISDALE, Saskatchewan SOE 1T0
(306) 873-4858
www.saskdenturists.ca

Saskatchewan Dietitians Association
17-2010 7th Avenue
REGINA, Saskatchewan S4R 1C2
(306) 359-3040
registrar@saskdietitians.org or
www.saskdietitians.org

**Saskatchewan Association of
Licensed Practical Nurses**
700A-4400 4th Ave.
REGINA, Saskatchewan S4T 0H8
(306) 525-1436
www.salpn.com

**Saskatchewan Society of
Medical Laboratory Technologists**
P.O. Box 3837
REGINA, Saskatchewan S4P 3R8
(306) 352-6791
www.ssmлт.ca

**Saskatchewan Association of
Naturopathic Practitioners**
2120 College Avenue
REGINA, Saskatchewan S4P 1C5
(306) 522-0095
www.sanp.ca

**Saskatchewan Association of
Medical Radiation Technologists**
Suite #218-408 Broad Street
REGINA, Saskatchewan S4R 1X3
(306) 525-9678
www.samrt.org

Saskatchewan College of Midwives
PO Box 32097
REGINA, Saskatchewan S4N 7L2
(306) 781-1352
www.saskmidwives.ca

**Saskatchewan Registered Nurses'
Association**
2066 Retallack Street
REGINA, Saskatchewan S4T 7X5
(306) 359-4200 or 1-800-667-9945
professionalconduct@snra.org or
www.srna.org/ RNCompetence tab

**Saskatchewan Society of
Occupational Therapists**
P. O. Box 9089
SASKATOON, Saskatchewan S7K 7E7
(306) 978-7768
www.sсот.sk.ca

**Saskatchewan Ophthalmic
Dispensers Association**
306-1114-22nd Street West
SASKATOON, Saskatchewan S7M 0S5
(306) 652-0769
sk.opticians@sasktel.net or www.opticians.sk.ca

**Saskatchewan Association of
Optometrists**
108-2366 Avenue C North
SASKATOON, Saskatchewan S7L 5X5
(306) 652-2069
www.optometrists.sk.ca

**Saskatchewan College of
Physical Therapists**
Suite 102 320 21st Street West
SASKATOON, Saskatchewan S7M 4E6
(306) 931-6661; 1-877-967-7278
www.scpt.org

**Saskatchewan College of
Psychologists**
348 Albert Street
REGINA, Saskatchewan S4R 2N7
(306) 352-1699
www.skcp.ca or skcp@sasktel.net

**Registered Psychiatric Nurses
Association of Saskatchewan**
2055 Lome Street
REGINA, Saskatchewan S4P 2M4
(306) 586-4617
www.rpnas.com

**Saskatchewan Association of
Social Workers**
2110 Lor ne Street
REGINA, Saskatchewan S4P 2M5
(306) 545-1922
www.sasw.ca

**Saskatchewan Association of
Speech-Language Pathologists
and Audiologists**
#11 – 2010 – 7th Avenue
REGINA, Saskatchewan S4R 1C2
(306) 757-3990
saspla@sasktel.net or www.saspla.ca

**Saskatchewan College of
Respiratory Therapists**
408 Broad Street, Suite 218
REGINA, Saskatchewan S4R 1X3
(306) 789-3359
www.sсrt.ca

Caring
for Saskatchewan
People
in a
Competent
and Ethical
Manner

NETWORK OF
INTER-PROFESSIONAL
REGULATORY ORGANIZATIONS
(NIRO)

Issue Date: January 2012



AS A CONSUMER OF HEALTH SERVICES, you should receive competent and ethical care every time you use the services of a health care professional. If you feel your care was not delivered in a professional and appropriate manner, or with your best interest in mind, you have a right to speak out. The following information may help you decide your course of action.

Self-Regulating Professions

In Saskatchewan, there are 27 health-related professions with the authority to regulate their profession. Saskatchewan Health and the Network of Interprofessional Regulatory Organizations (NIRO) are committed to ensuring that people are well served and protected from any risk of harm. Licensing and regulating health professions assures an accountability by:

- ensuring that the health professional is qualified to practise;
- setting standards of practice and a code of ethics that the health professional must follow;
- requiring the health professionals to be registered and licensed to use the title of the profession and/or perform certain services; and
- investigating complaints/reports about the professional and taking corrective and or disciplinary action if necessary.

Concerns about a Regulated Health Professional

If you have concerns about the conduct of a health professional, you may want to consider the options below.

- Discuss the problem directly with the health professional involved. Concerns may result from a misunderstanding or inadequate communication between the consumer and the health professional.
- Speak with the health professional's supervisor or an agency representative.
- Contact the Quality of Care Coordinator or Client Representative within the regional health authority (RHA) where care was received (listed in this brochure). The Quality of Care Coordinator or Client Representative assists individuals and/or families to address concerns about the health services in their region; ensure individuals are informed about their rights and options; and recommends changes or improvements to enhance the quality of health services delivered in the region based on their findings and trends of concerns raised.
- Contact Ombudsman Saskatchewan (listed in this brochure), for complaints of unfairness in provincial government ministries and agencies (including the Ministry of Health, the Saskatchewan Cancer Agency and local health regions).
- Contact the appropriate regulatory body (listed in this brochure).

Submitting a Formal Complaint/Report with a Regulatory Organization

When considering submission of a formal complaint/report, it is important to discuss the matter with a representative of the appropriate regulatory organization. The representative will provide you with direction regarding the process for submitting a complaint/report.

Upon receiving a formal complaint/report, a regulatory organization will review and consider the complaint/report and determine whether a formal inquiry should be conducted. Regulatory organizations will advise you of the outcome of your complaint/report.

If the professional is found to have acted inappropriately or incompetently, the organization may suggest mediation or alternative dispute resolution, issue a reprimand or letter of guidance/caution, require a period of supervised practice, levy a fine, or suspend or terminate the member's right to practise. Action taken by a regulatory organization or an employer does not prevent a client from seeking legal action, through the courts, against the health professional.

Regulatory organizations do not have the authority to order compensation for you. Compensation may only be awarded by the courts in response to a lawsuit filed against a health professional or the employer of a health professional.

