

## CONTACT INFORMATION

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

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

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

**Saskatchewan College of Paramedics**  
851 Argyle Street North  
REGINA, Saskatchewan S4R 8H1  
[www.collegeofparamedics.sk.ca](http://www.collegeofparamedics.sk.ca)

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

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

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

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

**Dental Technicians Association of Saskatchewan**  
P.O. Box 8035  
SASKATOON, Saskatchewan S7K 4R7  
[saskdtas@hotmail.com](mailto: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](http://www.sdta.ca)

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

**Saskatchewan Dietitians Association**  
17-2010 7<sup>th</sup> Avenue  
REGINA, Saskatchewan S4R 1C2  
(306) 359-3040  
[registrar@saskdietitians.org](mailto:registrar@saskdietitians.org) or  
[www.saskdietitians.org](http://www.saskdietitians.org)

**Saskatchewan Association of Licensed Practical Nurses**  
700A-4400 4<sup>th</sup> Ave.  
REGINA, Saskatchewan S4T 0H8  
(306) 525-1436  
[www.salpn.com](http://www.salpn.com)

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

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

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

**Saskatchewan College of Midwives**  
PO Box 32097  
REGINA, Saskatchewan S4N 7L2  
(306) 781-1352  
[www.saskmidwives.ca](http://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](mailto:professionalconduct@snra.org) or  
[www.srna.org/](http://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](http://www.sсот.sk.ca)

**Saskatchewan Ophthalmic Dispensers Association**  
306-1114-22<sup>nd</sup> Street West  
SASKATOON, Saskatchewan S7M 0S5  
(306) 652-0769  
[sk.opticians@sasktel.net](mailto:sk.opticians@sasktel.net) or [www.opticians.sk.ca](http://www.opticians.sk.ca)

**Saskatchewan Association of Optometrists**  
108-2366 Avenue C North  
SASKATOON, Saskatchewan S7L 5X5  
(306) 652-2069  
[www.optometrists.sk.ca](http://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](http://www.scpt.org)

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

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

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

**Saskatchewan Association of Speech-Language Pathologists and Audiologists**  
#11 – 2010 – 7<sup>th</sup> Avenue  
REGINA, Saskatchewan S4R 1C2  
(306) 757-3990  
[saspla@sasktel.net](mailto:saspla@sasktel.net) or [www.saspla.ca](http://www.saspla.ca)

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

*Caring*  
for Saskatchewan  
People  
in a  
Competent  
and Ethical  
Manner

NETWORK OF  
INTER-PROFESSIONAL  
REGULATORY ORGANIZATIONS  
(NIRO)

Issue Date: January 2012



**A**S 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.

