

Full Version 12. Know The Steps in Stating Your Concerns

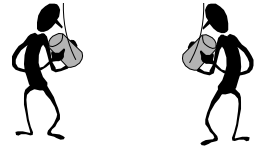


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Patients, families and healthcare providers must speak up to make healthcare safer for everyone.

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Everyone wants better and safer healthcare. This means that patients, patient advocates and providers must speak up. You are a key partner on your healthcare team. Find out what your rights are as a patient in Manitoba.

If you are not satisfied with your healthcare

- Speak with your direct caregiver or the supervisor.
- Appeal to a senior manager, a patient safety coordinator or a quality risk manager at your regional health authority.
- Check your local phone book for the phone number or go to www.gov.mb.ca/health/rha/contact.html for the list of patient safety contacts in Manitoba.
- Be specific. Share the facts. Work with your provider to solve the problem.
- Ask your patient advocate to attend meetings and take notes.
- Ask the healthcare facility for the name of a patient representative or other support person. Most hospitals, personal care homes, and regional health authorities (RHAs) have someone you can call directly.
- Call the patient representative. Explain your concern.
- Ask for the name and address of the person to whom you are to send your letter.
- Send a letter to your RHA stating your concerns.
- Keep a copy of the letter.

Further appeals

If you are not satisfied with decisions about insured medical services, including out-of-province medical services, residential charge rates and home care services:

- Write to or phone:
Manitoba Health Appeal Board
102-500 Portage Avenue
Winnipeg, MB R3C 3X1 Phone 945-5408 in Winnipeg or toll-free 1-866-744-3257
- Psychiatric patients have the right to appeal their admission to or treatment in a psychiatric facility.
Contact the Mental Health Review Board by phone at 204-945-6050 (collect calls accepted).
- If you have a case of discrimination:
The Manitoba Human Rights Commission
Phone 945-3007 in Winnipeg or toll-free 1-888-884-8681 TTY 204-945-3442
- If you believe you have been unfairly dealt with by government departments or agencies, you can write to or phone:

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Winnipeg Office - The Manitoba Ombudsman
 750-500 Portage Avenue
 Winnipeg, MB R3C 3X1 Phone 982-9130 in Winnipeg or toll-free 1-800-665-0531

Brandon Office – The Manitoba Ombudsman
 202 Scotia Towers
 1011 Rosser Avenue
 Brandon, MB R7A OL5 Phone 204-571-5151 or toll-free 1-888-543-8230
 Go to website www.ombudsman.mb.ca.

- Manitoba’s health professions have governing bodies. They deal with concerns about their members’ conduct. Please refer to the following table.

For concerns about	Contact	Phone Number
Audiologists and Speech Pathologists	College of Audiologists and Speech Language Pathologists of Manitoba	204-453-4539
Chiropractors	Manitoba Chiropractors’ Association	204-942-3000
Dental Hygienists	College of Dental Hygienists of Manitoba	204-219-2678
Dentists	Manitoba Dental Association	204-988-5300
Denturists	Denturist Association of Manitoba	204-897-1087
Dietitians	College of Dietitians of Manitoba	204-694-0532
Doctors	College of Physicians and Surgeons of Manitoba	204-774-4344
Licensed Practical Nurses	College of Licensed Practical Nurses	204-663-1212
Midwives	College of Midwives of Manitoba	204-783-4520
Occupational Therapists	College of Occupational Therapists of Manitoba	204-957-1214
Opticians	The Opticians of Manitoba	204-982-6060
Optometrists	Manitoba Association of Optometrists	204-943-9811
Pharmacists	College of Pharmacists of Manitoba	204-233-1411
Physiotherapists	College of Physiotherapists of Manitoba	204-287-8502
Podiatrists	College of Podiatrists of Manitoba	204-942-3256
Psychiatric Nurses	College of Registered Psychiatric Nurses of Manitoba	204-888-4841
Psychologists	Psychological Association of Manitoba	204-487-0784
Registered Nurses and Nurse Practitioners	College of Registered Nurses of Manitoba	204-774-3477
Respiratory Therapists	Manitoba Association of Registered Respiratory Therapists	204-944-8081

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- To report concerns about someone else's healthcare:

Call The Protection for Persons in Care Office.

Phone 788-6366 in Winnipeg or 1-866-440-6366 toll-free outside Winnipeg,

TTY/TDD 774-8618 in Winnipeg or toll-free 1-776-855-0511.

Go to website www.gov.mb.ca/health/protection/index.html.

E-mail: protection@gov.mb.ca or Fax: 1-204-755-8055

Learn...to be SAFE. Go to Manitoba Institute for Patient Safety websites: www.safetoask.ca
and www.mips.ca.