

Contact Numbers

Toll Free 1-800-261-7689

Intake Office 306-842-8665

Mental Health Services

Arcola	306-455-2159
Estevan	306-637-3610
Kipling	306-736-2638
Wawota	306-739-2270
Weyburn	306-842-8665

Addiction Services

Estevan	306-637-2422
Kipling	306-736-2363
Weyburn	306-842-8693

Mental Health &
Addiction Services
Box 2003
Weyburn, SK S4H 2Z9

If you have any concerns in regards to the services received:

Please talk to your health care
provider or the SCHR Quality of
Care Coordinator at
Toll Free: 1-800-696-1622
Tel: 306-842-8675 or
306-891-9249
Email: concerns@schr.sk.ca or
the Ombudsman Office at
306-787-6211 or
1-800-677-7180

You can help by being

SAFE

- S** - Speak up if things don't seem right or if you have concerns. You are the expert on you.
- A** - Ask questions. Make sure your health care provider explains your care in a way you understand. If you don't understand, say "This is new to me. Please explain again." You might ask...
- Why do I need this test?
 - How will this treatment or drug help me?
 - What are the risks of this treatment or test?
 - What does this treatment involve? Will I be comfortable?
 - What do I need to do to prepare for the test?
 - When should I come back to see you?
- F** - Family or friends, with your permission, can come with you for support or to ask questions on your behalf when you are not feeling well.
- E** - Educate yourself. Find out about your condition, what your treatment options are, and what you can do to improve your health.

BE INVOLVED IN YOUR HEALTH CARE

Sun Country Health Region
Mental Health &
Addiction Services
is dedicated
to providing you with the best
service to meet your current
needs.



Communicate

Be involved in your health care. Speak up if you have questions or concerns about your care or the care of a family member.

One of the keys to getting the best health care is to be an active member of the health care team providing services to you or your family member. This means taking part and being involved in every decision about your care.

This also means asking a member of your health care team questions, so that you can make informed choices. It means coming prepared for your appointment and knowing what to do when you go home.

What you should know:

You should understand as much as you can:

- What is my health problem?
- What do I need to do?
- Why do I need to do this?

Here are some good ways to ask questions:

- Can you tell me about my health problem?
- What does this test involve?
- What is the purpose of the test?
- What should I tell my family about my care?
- What are my medications and why am I taking them?

Tell a member of your health care team about your past illnesses and your current health conditions.

You are the one who knows the most about your family member's health.

Tell the members of the health care team everything you can even if you think they already know, and even if you think it is not important.

Tell them if:

- You are not feeling well right now or have been sick lately
- You are taking medications
- Who else is providing health care to you
- You have a history of tobacco, drug or alcohol use
- Any near miss or injury/safety concerns within our facilities
- You have had a recent fall
- You are having any feelings of hopelessness, helplessness or depression
- You have recently engaged in any reckless behaviour related to harming yourself
- Things have been so bad lately that you have thought you would rather not be here
- You are thinking of suicide
- You have made current plans.
- You have the means to act on your plan

Tell a member of your health care team if you or your family member has ever had an allergic or bad reaction to any medicine or food.

Good Hand Hygiene

Did you know that hand washing can reduce gastrointestinal illness (vomiting and diarrhea) by 31% and respiratory illness (cold and flu) by 21% (Aiello et al. 2008)

Suggestions for good hand hygiene:

- Use the hand sanitizers available in the reception area and throughout the building
- Follow the posters in the washrooms on how to wash your hands
- Sneeze into your arm or elbow and not your hands
- Ask your health care provider to wash their hands or use the hand sanitizer