



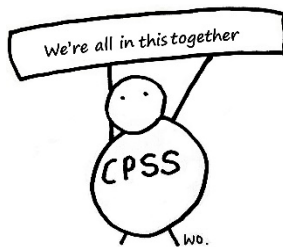
April 21, 2020

Explanation of the CPSS revised complaints process for the duration of the COVID-19 pandemic.

The College of Physicians and Surgeons of Saskatchewan remains flexible and reactionary during this pandemic, both for public protection and for guidance to care providers. The College has streamlined the complaints process related to COVID-19 specific complaints.

The process is as follows:

1. Upon receipt of a complaint at the Quality of Care (QoC) department – it is triaged by staff and COVID-19 specific complaints are assigned to the Deputy Registrar and Medical Advisors.
2. Complaints which fall outside these parameters will follow the regular process and either be formally managed by the Quality of Care department or the Legal department, depending on the nature of the concern.
3. Instead of the usual mailed letters requesting information, the physician about which the complaint was lodged will then be contacted by phone.
4. The concerns will be discussed with the physician and based on the feedback a discussion around a possible expedited resolution may be agreed upon.
5. The complainant is then contacted, and a discussion is held about the proposed plan.
6. If a mutually agreeable resolution is reached the patient and the physician will receive letters by mail or email summarizing the concern and the agreements reached.
7. If a resolution is reached in this manner the case file will be closed at the College.
8. Should the complainant not be satisfied by the process, the usual complaints process will resume.



Dr. Werner Oberholzer
Deputy Registrar

During the COVID-19 Pandemic; "Just Do the Right Thing"

College of Physicians and Surgeons of Saskatchewan

101-2174 Airport Drive, Saskatoon, SK Canada S7L 6M6

T: 306-667-4648 || F: 306-244-0090 || Werner.Oberholzer@cps.sk.ca || cps.sk.ca