



“Achieving a quality, equitable, and sustainable health system”



292-6420



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Addressing the Healthcare Needs in Our Community

The Health Council supports better, affordable care for the public. Over the last quarter, we have demonstrated this support by advocating for changes that address our community's healthcare needs. We are collaborating with the Office of the Chief Medical Officer to provide administrative support when registering health professionals; *registration allows the public to access health services delivered by trained and competent professionals.* We are working with insurers to develop standards for reimbursing health service providers; *this ensures that health insurance premiums do not continue to rise.* We are consulting with physicians to ensure they are paid fairly for the services they deliver to patients who are in the hospital setting.

We collaborated with The Family Centre to research adverse childhood experiences presenting findings at the ACE Conference 2018; this helps *ensure people have access to mental health and social supports.* For more information about other projects related to health system improvements, visit our [website](#).

Patient Story: Prescribed Medication Error

A patient visited the Health Council experiencing adverse side effects from her medication. She discovered the medication being dispensed in her bottle was not the medication she was prescribed. She was receiving more concentrated medication than she or her provider were aware of. To help the patient direct resolution of the problem, the Health Council notified the pharmacy inspector and spoke with the pharmacy responsible. The outcome of this interaction was to recognize the error, resolve concerns for the patient with a formal apology given, and discuss possible process improvements for the pharmacy. *If you are given a prescription, check your medication to ensure the labelling reflects the dose prescribed by the doctor; and if a medication is prescribed to you in error, report it immediately to the pharmacy and the pharmacy inspector at 278-4900.*



Health Council Trivia

The Health Council provides _____ registration for health service providers. Registering a health service provider helps to ensure that the provider is meeting specific safety and operational standards.

- A) Healthcare
- B) Voluntary
- C) Free



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