



Health Care in Saskatchewan

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1. Important Telephone Numbers

Saskatchewan Health Registration1-800-667-7551
 Call this free number to find out if you are eligible for health care coverage and to update your information.

HealthLine1-877-800-0002
 This is a free provincial telephone line that you can call 7 days a week, 24-hours a day with your health questions. Professional nurses provide advice to you and keep all information confidential. Over-the-phone interpretation services are available.

HealthLine (for people with hearing impairments)1-888-425-4444
 Look at the Medical Services Guide (the green pages) of your Saskatchewan phone book for information about health care in your community.

2. Health Coverage in Saskatchewan

Q: Who pays for health care in Saskatchewan?

Basic health care is paid for by the Saskatchewan Government through taxes. The Ministry of Health, also called Saskatchewan Health, is responsible for health care in Saskatchewan. The health care provided by the government is often referred to as Saskatchewan Health Coverage.

Because the government pays for health care, it means that basic diagnosis of medical problems and essential medical treatment by family doctors, specialists, surgeons and some other health care professionals are available to Saskatchewan residents for free. Some services, like ambulances, are only partly covered.

You must pay for other services like visiting a dentist, buying prescription medicine, and buying eyeglasses. Saskatchewan Health helps low-income families, seniors and people with disabilities with some of these costs. For more information, please visit the Government of Saskatchewan's [Health Benefits](#) webpage or call 1-800-667-7766.

You can also choose to purchase a private health insurance plan where you will pay a regular monthly fee that covers services like dental care, eyeglasses and ambulance trips for you, your spouse and family. These are called extended health benefits. Health insurance companies are listed in the Yellow Pages of your telephone book. Many employers offer private health plans for their employees. Employees often pay a fee that is deducted from their pay.

You can read more about Saskatchewan government medical benefits and rules about what services are paid for in *[It's For Your Benefit: A Guide to Health Coverage in Saskatchewan](#)*.

Q: What basic health care services are included in Saskatchewan health coverage?

The following basic health care services are included:

- All medically necessary doctor's visits and hospital procedures, including diagnosis and surgeries
- Physical and occupational therapy
- Immunization services for childhood diseases and seniors' immunizations for influenza
- Treatment and medicines for sexually-transmitted diseases
- Screening mammography for cancer detection (women aged 50 – 69)
- Yearly eye examinations for children under 18

For more information on health benefits, please visit the Government of Saskatchewan's [Health Coverage](#) webpage and the [Health Benefits](#) webpage.

For a full list of what services are NOT included in Saskatchewan health coverage, go to the Government of Saskatchewan's [Services Not Covered](#) webpage.

Q: Am I eligible for Saskatchewan health coverage?

You are eligible for provincial health coverage if:

- You are a Canadian citizen or permanent resident (also called a landed immigrant)
- AND**
- You live in Saskatchewan and are present in the province for at least six months of each year.

If you are in Saskatchewan under a Study Permit, Work Permit or a Minister's Permit issued by Citizenship and Immigration Canada, you may be eligible for all health benefits and programming normally available to permanent residents of the province. You can contact Saskatchewan Health Registration for free at 1-800-667-7551 to discuss your eligibility.

Q: I moved to Saskatchewan from another province in Canada. Am I eligible for health care here?

If you move from another province to Saskatchewan, there are also [rules affecting coverage](#).

Please read [Newcomers Benefits](#) to find out when health coverage begins.

Q: How do I register for Saskatchewan health coverage?

You need to apply for a Health Services Card. There is no cost to apply. To learn more about how to register, go to the Government of Saskatchewan's [How To Register For Health Benefits](#) webpage.

Application forms are available:

- Online, at [Health Services Card Application](#)
- From your town, village, or rural municipality's office
- From the Saskatchewan Health Registration office, Room 100, 1942 Hamilton Street, Regina
- By mail – To have a form mailed to you, call 787-3251 if you are in Regina or call 1-800-667-7551 for free from anywhere in the province.

Once you have filled out the form, print it and send it to:

Saskatchewan Health Registration
100-1942 Hamilton Street
Regina, Saskatchewan, S4P 4W2

If your application is approved, you will be sent a small, plastic health card in the mail about one week before you can start using it.

Q: What identification documents do I need to provide with my Saskatchewan Health Services application?

You need to complete the application form and provide **TWO** of the documents below, either originals or photocopies:

- Canadian immigration papers
- Your passport
- A photographic identification card (e.g., driver's licence)
- Your birth certificate
- Your Canadian Citizenship Card

Q: Are my family members eligible for Saskatchewan health coverage?

Your spouse or partner and all dependents under the age of 18 who live with you in Saskatchewan can be covered. You must apply for a Health Services Card for each person and they must meet the same eligibility requirements. If they are in Canada under a Visitor/Tourist Visa they may not be eligible for coverage. Please check with Saskatchewan Health Registration (1-800-667-7551).

Dependents 18 years of age and over must apply for their own Health Services Card and must meet the eligibility requirements. Dependents over the age of 18 who are full-time students in another province may be eligible for Saskatchewan health coverage. You will need to advise Saskatchewan Health Registration that they are living outside Saskatchewan to attend school. The education facility will have to confirm that they are a student.

Q: How do I use my Saskatchewan Health Services Card?

You need to show your card when you visit a doctor, seek other treatment covered by Saskatchewan Health and get prescription medication. Only you can use the card with your name on it.

Your Health Services Card has your name, health number and birth date on it. It is important to keep your Health Services Card safe.

Q: What if I move or lose my Health Services Card?

If you move, you need to inform Saskatchewan Health Registration of your new address. You can use [ExpressAddress](#) online to let various government agencies know about your new address.

If you lose your card, you will need to tell Saskatchewan Health Registration immediately and ask for a new card. You can obtain a card by calling 1-800-667-7551 free from anywhere in Saskatchewan.

3. Getting Medical Treatment

Q: What medical records should I bring with me to Saskatchewan?

If you have a particular medical problem and are receiving treatment, you should bring your records and an English translation of them. This will help doctors in Saskatchewan to understand your health problem better, although diagnosis and testing may be done again in Saskatchewan.

If you have children that will be going to school in Saskatchewan, you should bring their immunization (vaccination) records and an English translation of them. These documents are required when you register them in schools.

Q: Where can I get medical treatment?

The answer depends on where you live and how urgently you need help. It is a good idea to find out what medical services are available in your community, and where to go, ahead of time. This will save time if you are suddenly sick or injured.

There are two options if you have an emergency, depending on how urgent it is:

- **If it is very urgent, call 911 on the telephone** – The person who answers is trained to help you and will send the right emergency services to you (for example, ambulance, police or firefighters). This service is for life-threatening situations. With the exception of the Athabasca Health Authority, 911 is available across Saskatchewan. When you call 911 from a land line they can trace your call to your location even if you are not able to tell them your exact location. If you call from a cellular phone they are able to trace you to an area. There are no over the phone interpreters available for 911 calls.
- **Go to an Emergency Department** – These are usually located in hospitals, community hospitals or some health care centres. You can get emergency treatment for injuries and for problems with serious symptoms like a pain in your chest, for example. You do not need an appointment because they are usually open 24 hours a day, every day.

If you need medical care, but it is not an emergency, some of the following services may be available:

- **Your family doctor's office or Community Health Centre** – When you need medical help, you can call your family doctor's office to make an appointment for a visit. You will need to know enough English to make medical appointments and to speak with the receptionist. To prepare, practice speaking your name, address and telephone number clearly. At the office, you fill out forms and show your Health Services Card; then you see the doctor. You do not pay any money. The Saskatchewan government pays the doctor. Sometimes, a nurse practitioner may examine you and only call the doctor if it is necessary.
- **Specialists or other Health Care Professionals** – Your family doctor will determine if you need to see a specialist and will make the arrangements. This is called a referral. For example, if you need an operation, you would be referred to see a surgeon. You might also be referred to a physical therapist, dietitian or other health care professional.
- **Medical Clinics** – These clinics may be available in larger towns or cities. They have doctors who treat minor emergencies and health problems. For example, you can get x-rays, stitches for minor cuts, a prescription for medicine, bandages, etc. You can find Medical Clinics listed in your Saskatchewan telephone book's Medical Services Guide (the green pages) or by calling your local [Health Region's office](#). You do not need an appointment at medical clinics. Sometimes these clinics are also called Walk-In Clinics. They are used by people who do not have a family doctor, or who need help at times when they cannot get an appointment with their family doctor.

The [Health Region Community List](#) can help you find out the name of the health region that your community is in.

- **Hospitals** - Saskatchewan has hospitals in its cities and larger towns. Hospitals vary in size and the types of services they offer. If you need hospital treatment, your doctor will arrange it. If you need treatment that a certain hospital cannot give you, arrangements are made for you to go to a hospital that can provide it. Nursing care, all medications, hospital clothes, bedding and food are all provided for you during a hospital stay. You must bring personal items such as a comb and toothbrush. The stay does not cost you money if it is for basic medical services. There is a charge for extra services such as a semi-private or private room.

If you are not sure what to do or have a health question, call the **HealthLine** at **1-877-800-0002**. This is a free, 24-hour provincial telephone line that you can phone 7 days a week with your health questions. Professional nurses provide advice to callers

and keep all information confidential. HealthLine service is offered in English, with translation in a wide variety of other languages. You can find more information about the HealthLine at the Government of Saskatchewan's [HealthLine](#) webpage.

If you have problems hearing, please call **1-888-425-4444** to use the HealthLine.

Q: What is the role of a family doctor?

Your family doctor is one that your family goes to regularly. He or she knows the details of your family's health and keeps your full health records. Specialists and medical clinics keep only the records of your individual visits to them. Your doctor can give you an annual health checkup for free. If you need tests or a visit to a medical specialist or other health care professional, your doctor arranges these for you and gives you any forms you need. If you need hospital treatment, your doctor will also arrange it.

In some communities, specially-trained nurses (called nurse practitioners) will be the first person to see you and may be able to handle most of your needs. If you see a nurse practitioner, the doctor might only be called if it is necessary.

Q: How do I find a family doctor?

To find a list of doctors who are accepting new patients in your health region visit the Government of Saskatchewan's [Find a Doctor](#) webpage. Use the [Health Region Community List](#) to find out the health region that your community is in.

The list will also tell you whether the doctor is male or female. In Saskatchewan, there are both male and female doctors, and they accept both genders of patients. You can choose either a male or female doctor when you choose your family doctor.

Q: Can I find a doctor who speaks my language?

Many doctors in Saskatchewan speak various languages. In many cases, you can find a doctor who speaks your language. Ask friends, neighbours or a [Regional Newcomer Gateway](#) about a doctor in the area who might speak your language.

Q: What are my rights and responsibilities as a patient?

You have the right to choose your own doctor (or other health care provider), ask questions about your health or the advice you are getting, and agree to or refuse medical treatment. You can get a second medical opinion on your health problem.

Your medical record belongs to your doctor, however, you have the right to see your information or obtain copies of any of the records. Your doctor may choose to charge a reasonable fee for providing copies of your file records.

You also have the right to have your medical information kept [private and confidential](#). To find out how to access your health records visit the Government of Saskatchewan's [Freedom of Information](#) webpage.

It is your responsibility to give health care providers information about your medical condition. You are also required to treat medical staff and other patients respectfully.

Q: What if I need an ambulance but cannot afford one?

If you need an ambulance because of a life-threatening or very serious medical problem, you will not be refused service for lack of money. However, medical insurance plans often include discounted costs of ambulance services.

For more information about ambulances, please visit the Government of Saskatchewan's [Ambulance Services](#) webpage.

Q: How can I buy prescription medicines?

To buy prescription medicine, you first need to visit a doctor. The doctor will give you a prescription that you can take to a pharmacy. The pharmacist uses the information on the prescription to sell you the right medication.

Saskatchewan Health helps low-income families, seniors and people with disabilities with some prescription costs. To find out more about assistance available visit [here](#) or call 1-800-667-7581.

**This document contains links and is best viewed online.
This document, along with information on other topics,
is available in various languages at:**

www.saskimmigrationcanada.ca/information-in-various-languages

Questions?

Email: immigration@gov.sk.ca
Tel: (Canada 001) 306-798-7467
Website: www.saskimmigrationcanada.ca