

Your rights as a patient of Forensic Mental Health Services



We are here for you

At Mental Health Services Region Zealand, the focus is on the patient. We place great emphasis on providing you with information and guidance about your illness and treatment in clear, understandable language. If you have any questions, you are always welcome to contact a member of staff.

Welcome to Forensic Mental Health Services

All patients attached to Forensic Mental Health Services in Region Zealand, either via admission to a ward or through a clinic, are here because a court has ordered their detention or treatment by Mental



Health Services or another organisation which means that they need to be attached to a forensic mental health services unit.

As a patient of Forensic Mental Health Services in Region Zealand, you will be attached to a department located in Slagelse.

Information about your treatment

Duty of confidentiality and consent

All employees in Forensic Mental Health Services have a duty of confidentiality about your illness and personal circumstances, also as regards your relatives. You decide who is to be given information about your health circumstances. You can give your consent for information to be passed on to somatic (general) hospitals if you need treatment for a physical illness.

In connection with your consent, you can also decide whether your GP may receive discharge letters from either a somatic or a psychiatric hospital. However, if your GP needs to continue your treatment, we always have to inform him/her of this when you are discharged.

The staff in Forensic Mental Health Services will inform you of the relevant treatment options for your illness.

One of the reasons for this is so that you have the option of giving informed consent to receive treatment.

However, if the need for treatment is particularly urgent, or the situation is life-threatening, and you cannot – or will not – give your consent, the doctor may initiate treatment without your consent in accordance with the rules of the Danish Compulsion in Mental Health Care Act (*Lov om tvang i Psykiatrien*).

Health care staff will normally forward information to other health care staff who will be continuing your treatment. If, for example, you are transferred for treatment to another department or hospital, the necessary information will be forwarded.

If you do not wish information about your health circumstances to be retrieved or forwarded, you may

ask for this not to be done. In that case, the staff will inform you of the consequences this may have for your treatment.

Healthcare contact person

All hospitalised patients are assigned a named health care professional, who is a person employed at the unit responsible for their treatment.

The contact will ensure that there is continuity in your treatment and that you and any relatives are given the information you require and wish to receive.

If you have any questions relating to your course of treatment, you are always welcome to ask your contact.

Treatment plan

All patients admitted to a forensic mental health unit will have a treatment plan prepared during their first week at the unit.

Welfare officer or patient advisor

All patients of Forensic Mental Health Services will be allocated a welfare officer or patient advisor by the Court or State Administration who, if you so wish, will make regular visits to support you. The welfare officer and the patient advisor will always be informed if you are subjected to compulsion. If you wish, the welfare officer and the patient advisor will be able to help you make a complaint, not only about compulsion (the Mental Health Care Act) but also in other respects.

If you require an interpreter

The health care staff will ensure that an interpreter is made available if they feel there is a need for a sign-language interpreter or foreign-language interpreter in connection with your treatment.

You can read more about this at www.regionsjaelland.dk/tolkning

Your course of treatment

Access to documents

If you wish to see your medical record, you can normally receive a copy from the staff.

Health care records

There is no access to a computer in the secure ward or in the locked forensic mental health services units. However, in the open forensic mental health services units, it is possible to visit sundhed.dk to view the health care data that the authorities hold on you. Among other things, you can see when you last attended hospital, information about your treatment, medication and much more. To have access to your medical record, you must be over the age of 15 and have NemID. You cannot amend or correct your medical records. More information can be found at: www.sundhed.dk.

Help us to improve

Each day, many people have dealings with Mental Health Services. Even



though we try our best, unintended events may occur from time to time. For example, a patient may be injured or exposed to unnecessary risk.

As a patient or relative, you may report any unintended events if you wish to make us aware that you or your relative suffered injury or exposure to unnecessary risk.

This will enable us to improve the patient experience and ensure that other patients are not exposed to the same risk while being treated by Mental Health Services.

Reporting is done via: www.dpsd.dk

If necessary, please ask the staff for more information. We recommend anyway that you contact the staff if anything has gone wrong during your contact with Mental Health Services.

If you want to make a complaint

If, during treatment by the Mental Health Services, you have had an experience you wish to complain about, you can always contact Region Zealand's Patient Guidance for guidance and advice about your options for making a complaint. Complaints are addressed to the department management and will be forwarded to the Mental Health Services management.

If you wish to raise a complaint about your healthcare treatment or violation of your rights as a patient, you can also complain to the Danish Agency for Patient Complaints, an impartial authority.

Complaints about a specific health care worker can be addressed to the Danish Agency for Patient Complaints or directly to the Disciplinary Board of the Danish health care system. You can find out more about your options for making a complaint at www.stps.dk.

The Danish Agency for Patient Complaints has introduced digital complaints forms. The complaints forms are available at **www.borger.dk** under 'Sundhed og sygdom' ('health and illness') -> 'Klage over sundhedsvæsenet' ('complaining about the health service') or via the following links: **www.stps.dk/borger-pr** to

complain about breach of patients' rights www.stps.dk/borger-kc to complain about healthcare treatment

It is a legal requirement that complaints to the Danish Agency for Patient Complaints are submitted digitally. Complaints submitted by e-mail or post will generally be rejected. However, there are some exceptions to this requirement, e.g. for individuals who are exempt from digital post or who are unable to use the digital complaints form due to age, infirmity/illness or language difficulties.

In connection with complaints, you will be offered the opportunity for dialogue with the appropriate health care workers within four weeks of the Danish Agency for Patient Complaints assessing your complaint. Whether or not you accept such an offer is, of course, a voluntary matter.

Special notes regarding compulsion

If you, as a patient, wish to raise a complaint about the use of compulsion, you may do so to:

Det Psykiatriske Patientklagenævn
(The Danish Mental Health Patients
Complaints Board)

NÆVNENES HUS

Toldboden 2

DK-8800 Viborg

E-mail: patientklage@naevneshus.dk

Tel.: +45 7240 5600





Compensation

All patients are covered by a state compensation scheme. The scheme covers injury or harm sustained in connection with treatment at a public sector hospital, at a private hospital, with your GP, with a specialist, or with other privately practising authorised health care workers. The scheme also covers harm caused by pharmaceuticals.

It is the job of the Danish Patient Compensation Association to ensure that patients receive the compensation to which they are entitled by law. You must report your injury to the Danish Patient Compensation Association.

More information about compensation for an injury sustained during treatment can be found at www.patienterstatningen.dk, where you can also find

the appropriate reporting form.

If the hospital is to blame for the loss or destruction of personal property, you may be entitled to compensation in certain cases. You should contact the hospital.

Region Zealand's Patient Guidance will provide help if you need advice and guidance in connection with an injury.

Contact Patient Guidance

You can phone Patient Guidance at the following times: Monday to Thursday from 9.00 to 13.00 and Friday from 9.30 until 13.00 on tel.: +45 7015 5001. E-mail: patientvejledningen@regionsjaelland.dk

The patient advisors have a duty of confidentiality and will not proceed with your enquiry without your prior agreement.

Find out more information about your rights as a patient

www.sum.dk

The rules regarding treatment, including treatment at hospitals abroad.

www.mitsygehusvalg.dk

Waiting times for a wide range of examinations, treatments and follow-up treatments.

www.sundhedskvalitet.dk

Public sector hospitals and the number of treatments, etc., performed by each hospital within the various areas.

www.sundhed.dk

The Danish health care system in general, patient rights, get access to your electronic medical record (e-journal) and leaflets and guidelines.

[www.regionsjaelland.dk/ patientvejledningen](http://www.regionsjaelland.dk/patientvejledningen)

Find out what the patient advisors can help you with here.

[www.borger.dk/ sundhed-og-sygdom](http://www.borger.dk/sundhed-og-sygdom)

Options to complain about a professional health care establishment, disregarding of rights or a specific health care worker. Find and print the reporting form.

www.patienterstatningen.dk

Options for compensation, and the printable reporting form.

