

# Your rights as a patient of 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.

## **Free choice of hospital**

In Denmark, we have a policy of offering a free choice of hospital. This means that, as a patient, you may freely choose from among all hospitals and departments in the public sector in Denmark. This applies even when Region Zealand has the treatment facility in question, or has other specialist criteria for the hospital treatment in question. A hospital may, however, refuse to accept patients from other regions if it has insufficient capacity.



If you are admitted by ambulance as an emergency and without a prior referral from a doctor, the ambulance will take you to the nearest treatment facility. Once you have been examined at the hospital, you may choose a different public sector hospital, though you must arrange your own transport.

## **Extended free choice of hospital**

If your waiting time for treatment exceeds one month, you can choose to make use of an extended free choice of hospital and get your examination done or receive treatment at a private hospital or a clinic. You can read more about your options at [www.sygehusvalg.dk](http://www.sygehusvalg.dk)

# Information about your treatment

## **Right to decide yourself**

As a patient, you have a right to be given information about your health, diagnosis and treatment options. You will also be told what options are available in terms of prevention and care, and what the consequences may be if you do not wish to be treated.

We are not allowed to initiate any examinations or treatment until you give your consent. 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*).

You are entitled to decide and give your consent to treatment from the time you reach the age of 15. Parents will usually be informed and involved

in the treatment of young people between 15 and 17. If you are unable to understand the consequences of your decision, the person who has parental authority may give consent on your behalf.

The healthcare professionals will assess whether you are in a position to give consent yourself. In very exceptional situations, the information given to your parents may be restricted. For treatment of children and young people under 15, the person who has parental authority must give consent for treatment.

## **Duty of confidentiality**

All employees in the Mental Health Services have a duty of confidentiality about your illness and personal circumstances. This duty of confidentiality also applies in respect of your relatives. You decide who is to be given information about your health circumstances.

Healthcare professionals will normally forward information to other healthcare professionals who will continue your treatment. For example, if you are transferred to another department or hospital for treatment, the necessary information will be forwarded to them.

Your GP will be informed of your course of treatment at the hospital in the form of a discharge letter. If you do not want this to happen, you should inform the staff.

If you also do not want information about your health circumstances to be collected 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.

### **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 inter-

preter in connection with your examination or treatment. Find out more at [www.regionsjaelland.dk/tolkning](http://www.regionsjaelland.dk/tolkning).

### **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 your 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**

If you are admitted, you will be given a provisional plan outlining your treatment within 24 hours of your admission. The definitive treatment plan will be available no later than seven days after admission.

# After your treatment

## Access to documents

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

## Health care records

It is possible to view the health care data about you that the authorities have registered via sundhed.dk. 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](http://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.

In order to improve the patient experience, and ensure that other patients

are not exposed to the same risk while being treated by Mental Health Services, it is important to be aware of such unintended events.

Reporting is done via: [www.dpsd.dk](http://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](http://www.stps.dk).

The Danish Agency for Patient Complaints has introduced digital complaints forms. The complaints forms are available at **[www.borger.dk](http://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](http://www.stps.dk/borger-pr)** to complain about breach of patients' rights **[www.stps.dk/borger-kc](http://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@naevneneshus.dk](mailto:patientklage@naevneneshus.dk)  
Tel.: +45 7240 5600





## Compensation

All patients are covered by a state compensation scheme. The scheme covers you if you are injured in the course of your 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](http://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.



### **Information and guidance**

Generally, it is up to your GP or employees in the Mental Health Services to provide you with information and guidance.

Each unit has a patient advisor assigned who can provide guidance and advice and help you make a complaint if you wish to do so.

Region Zealand also has a centrally located Patient Guidance that can help you with questions about your choice of place of treatment, waiting times, information and complaint channels.

They can also provide information and advice on your rights and options in the healthcare system.

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

### **Contact Patient Guidance**

You can phone Patient Guidance:  
Monday to Thursday  
from 9.00 until 13.00  
and Friday from 9.30 until 13.00  
on +45 7015 5001.  
E-mail: [patientvejledningen@regionsjaelland.dk](mailto:patientvejledningen@regionsjaelland.dk)

# Find out more information about your rights as a patient

## **[www.sygehusvalg.dk](http://www.sygehusvalg.dk)**

The rules regarding the free choice of hospital and exceptions to the rules. See which private hospitals you can choose from if you are entitled to treatment at a hospital within the agreement scheme, and the treatments they offer.

## **[www.sum.dk](http://www.sum.dk)**

The rules regarding treatment, including treatment at hospitals abroad.

## **[www.mitsygehusvalg.dk](http://www.mitsygehusvalg.dk)**

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

## **[www.sundhedskvalitet.dk](http://www.sundhedskvalitet.dk)**

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

## **[www.sundhed.dk](http://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](http://www.patienterstatningen.dk)**

Options for compensation, and the printable reporting form.

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