Your rights as a Mental Health patient
In Mental Health Services – Region Zealand (Psykiatrien Region Sjælland), the focus is on the patients. 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 speak to 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 in the public sector and a number of special hospitals. This also applies even when Region Zealand has the treatment facility in question, or has other 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 the waiting time for your examination or treatment at our hospitals exceeds two months, you can generally choose to make use of the extended free choice of hospital and have the examination or treatment carried out at a private hospital or clinic that has an agreement with the regions for the examination or treatment that you require. You can find the agreements at: www.sygehusvalg.dk
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 for treatment. 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 (Danish: Lov om tvang i psykiatrien).
You are entitled to decide and give your consent to examinations and treatment from the time you reach the age of 15. If you are between the ages of 15 and 17, your parents will normally be informed and involved in making a decision about your treatment. If you are unable to understand the consequences of your decision, the person who has parental authority over you may give their consent on your behalf.
The health care staff will consider whether you are in a position to give consent yourself. In very exceptional situations, the information given to your parents may be restricted. If you are under 15 years of age, the person who has parental authority over you may give their consent for you to be treated.

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.
It is your decision who is given information about your health circumstances.
Health care staff will normally forward information to other health care staff who will be continuing 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 hospital in the form of a discharge letter. If you do not want this to happen, you should inform the staff. If, in addition, you do not wish for 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.

**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 deaf interpreter or foreign language interpreter in connection with your examination or treatment.

Find out more at: www.regionsjaelland.dk/tolkning

**Professional health care contact**
All hospitalised patients receive a professional health care contact, 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

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

Electronic medical record (e-journal)
You can see your medical record from the hospital via the e-journal electronic medical record system 14 days after registration. To have access to your electronic medical record (e-journal), you must be over the age of 15 and have a NemID log-in. You cannot change or make adjustments to your medical record. More information can be found at: www.sundhed.dk

Help us to improve
Each day, many people have dealings with the Mental Health Services. Even though we try our best, from time to time something unsatisfactory happens during a patient’s course of treatment (unexpected events). For example, a patient may be injured or exposed to unnecessary risk. It is important for us to be aware of such events. As a patient or relative, you may report any unexpected events if you wish to make us aware that you or
If you wish 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 Office for guidance and advice about your options for making a complaint. Complaints relating to the professional establishment in the Danish health care system as a whole should be directed to the Danish National Agency for Patients’ Rights and Complaints (Patientombuddet), an impartial authority. Complaints about a specific health care worker can be addressed to the Danish National Agency for Patients’ Rights and 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.patientombuddet.dk. Here, you will also find a reporting form for the Danish National Agency for Patients’ Rights and Complaints or the Disciplinary Board of the Danish health care system.

In conjunction with complaints, you will be offered the opportunity to talk with the health care workers to whom the complaint relates within four weeks of making your complaint. Whether or not you accept such an offer is, of course, a voluntary matter.

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

If your relative has suffered injury or been exposed 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 the Mental Health Services.

Reporting is done via: www.dpsd.dk

You can find more information on the website. If necessary, please ask the staff for more information. We recommend anyway that you speak to the staff if you find anything wrong during your contact with the Mental Health Services.
However, the arrangement helps to ensure, among other things, that the Danish health care system benefits and learns from the mistakes that have been made.
Complaints about service should be addressed to the management of the area in question. The complaint may, for example, be about cleaning, service, or the way in which staff behave or speak to you as a patient.

**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)
- Statsforvaltningen Sjælland (Zealand Regional State Administration)
- Dronningensgade 30
- DK-4800 Nykøbing Falster, Denmark

**Compensation**
All patients are covered by a public sector 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 injury or harm caused by pharmaceuticals. It is the job of the Patient Insurance Association (Patientforsikringen) to ensure that patients receive the compensation to which they are entitled by law. You must report your injury to the Patient Insurance Association. More information about compensation sustained during treatment can be found at www.patientforsikringen.dk, where you can also find the correct reporting form.

If the hospital is to blame for the loss or destruction of personal property, you may in certain cases be entitled to compensation. You should contact the hospital. Region Zealand’s Patient Office will provide help if you need advice and guidance in connection with an injury or loss.

**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 attached who can provide guidance and advice and help you to make a complaint if you wish to do so. Region Zealand also has a centrally located Patient Office that can help you with questions about your choice of place of treatment,
waiting times, information and complaint channels.
At the same time, they can provide information and guidance about your rights and options in the Danish health care system.
The patient advisors have a duty of confidentiality and will not proceed with your enquiry without your prior agreement.

Contact the Patient Office
You may contact the Patient Office by telephone as follows:
Monday to Friday from 9.00 am until 1.00 pm on +45 70 15 50 01, send an e-mail to: patientkontoret@regionsjaelland.dk, or write a letter to:

Region Zealand
Patientkontoret (Patient Office)
Alléen 15
DK-4180 Sorø, Denmark
Find out more information about your rights as a patient

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

www.sum.dk
The rules regarding treatment, including treatment at hospitals abroad.

www.venteinfo.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 and leaflets and guidelines.

At www.regionsjaelland.dk/patientkontoret
What the patient advisors can help you with.

www.patientombuddet.dk
Options for complaining about a professional health care establishment, disregard of rights or a specific health care worker. Find and print reporting form.

www.patientforsikringen.dk
Options for compensation, and print-out of reporting form.