

Hospital service for refugees and immigrants in the County of Frederiksborg



This leaflet has been written to explain to refugees and immigrants about admission to a hospital in the County of Frederiksborg.

What you should do if you become seriously ill

In Denmark, medical treatment from your General Practitioner and at hospitals is free of charge. The county authorities use money raised through taxes to pay the costs.

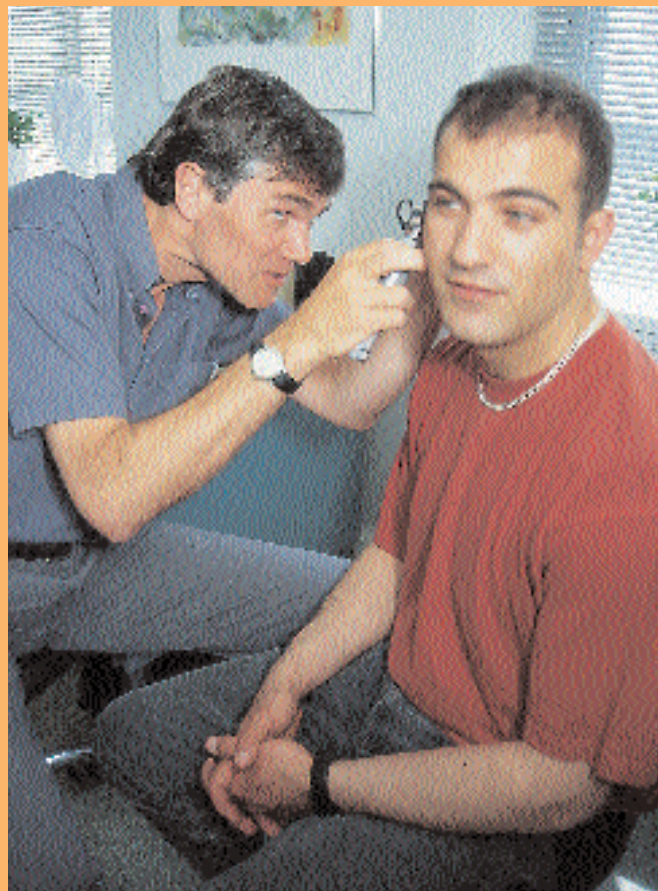
All you have to do is to ring your doctor and state your personal identity number (CPR-number). Your doctor will examine you and talk to you about the best course of treatment. Your doctor will also tell you whether you need to take medicine. You can buy the medicine from a pharmacist.

If the doctor considers that you need to be treated in a hospital, he or she will refer you for treatment or admission. Only your own doctor or the emergency services doctor can refer you for hospital treatment, unless you have been involved in an accident.

Once the hospital has received your referral, you will receive a letter informing you of the time of your appointment for treatment or admission. In some cases, there are long waiting lists for examinations and operations. Therefore, you are free to choose treatment at a different hospital, where the waiting list may be shorter. The patient counsellor at the hospital can inform you about the waiting lists at different hospitals. The relevant telephone numbers are listed on the back page of this leaflet.

In the case of acute illnesses – appendicitis, for example – you will be treated immediately. You can contact your General Practitioner weekdays from 08.00–16.00. At other times and at weekends, you should contact the emergency services doctor on 4825 0041.

In the case of serious accidents – such as a broken leg or severe bleeding – you or your family can call 112 for an ambulance, which will then take you directly to the Accident & Emergency Department of the nearest



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hospital. If you do not need to stay in hospital following treatment, you must arrange transport home yourself.

Only your own doctor or the emergency services doctor can refer you for hospital treatment, unless you have been involved in an accident.

In the case of a serious accident you or your family should call 112 for an ambulance.



If you or someone you know needs treatment for a psychiatric illness, you can contact your General Practitioner for referral to a psychiatric doctor in your area, or to a psychiatric department at a local hospital.

In the case of acute mental illness, you can go directly to the Psychiatric Emergency Department at the Psychiatric Hospital in Hillerød.

Always remember to state your personal identity number whenever you contact your General Practitioner, the emergency services doctor or a hospital. ■

Things to remember if you are admitted to hospital



When you are admitted to a hospital, it is very important that you arrive at the agreed time. This is important both for you as a patient and for the hospital's schedule. If you do not arrive on time, the hospital may not be able to treat you, and you may then have to wait up to several weeks for a new appointment.



You must bring the letter from the hospital about your admission with you, along with your Medical Card and any prescribed medicines you may be taking. You should also bring your own clothes – a dressing gown and slippers – as well as toiletries and, perhaps, something to read.



You may bring a mobile phone with you at your own risk. The hospital staff will tell you where on the ward you may and may not use your mobile phone. There are usually mobile coin-operated telephones on the wards. You should not bring jewellery or other valuables with you. The hospitals cannot accept responsibility for such items and so they are your own responsibility.



You are welcome to bring a family member or a friend with you when you are admitted, but they are not allowed to stay with you throughout your stay at the hospital. As a general rule, you are responsible for arranging your own transport to and from the hospital. ■

Assistance with language problems



The hospital will decide whether an interpreter is required if language problems arise.

The hospital will decide whether an interpreter is required if language problems arise. Interpreters are bound by confidentiality regulations. You are not allowed to bring your own interpreter.

You are welcome to bring one or two relatives with you to meetings with medical staff concerning your illness and what the staff plan to do to cure you. You can also ask the staff whether the hospital can take religious or cultural issues into consideration. If you wish to talk to a priest or a minister of another religion, the hospital staff can help to arrange a meeting. If your religion requires you to pray several times a day, the staff will show you a room where you can pray in peace. ■

The hospital routine

Hospitals are very busy and there is a lot of constant activity. This means there has to be a fixed routine for the day.

You will be woken up at a set time in the morning. Meals are served at fixed times in the day. The hospital kitchens will make every attempt to accommodate your special dietary needs, whether on the grounds of religion or on account of your illness. Please ask the hospital staff if you wish to have food brought from home.

You can always ask to talk to a doctor in private. The doctors and all other hospital staff are bound by confidentiality regulations concerning all information about your condition. As a patient, you have the right to know what the doctor is writing in the medical notes about your illness. ■

Hospital rules

Visiting hours vary from one hospital or ward to another. In general, you can receive visits in the afternoon. Please ask for details on the ward. It is possible to make telephone calls from a coin-operated telephone. You can also send and receive letters.

Please inform the staff if you are going to leave the ward – to visit the cafeteria, for example. It is essential that the staff always know where you are, in case, for example, you need to be examined.

The hospital is a smoke-free area. However, there are some areas where patients are permitted to smoke. Please ask the staff. There are special rules for psychiatric hospitals. ■



You are always free to ask to talk to a doctor or a nurse in private.

The hospital staff

The different groups of staff have different and clearly defined jobs, and there are a number of specialist departments.

Approximately 80% of the hospital employees are women. The hospital does not normally take into account the gender of the staff who treat and take care of you.

The doctors have the overall responsibility for your treatment. The nurses are responsible for your medical care, while the care assistants are responsible for other aspects of your care.

The hospital does not normally take into account the gender of the staff who treat and take care of you.



The different professional groups at the hospital work closely together, and there is a high level of specialisation in different areas.

All doctors have completed a 6-year course of training, and have also taken supplementary training courses to specialise in certain areas. All nurses have completed a 3-year course of general training as well as a special nursing course. Care assistants have completed a 2-year course of general training with special emphasis on patient care.

You will also meet a range of other employees at the hospital, such as physiotherapists and occupational therapists. They have various duties concerning treatment and retraining. In addition there are service personnel who look after the cleaning of the hospital and the transportation of patients. Your first contact at the hospital will often be with a receptionist.

The day-to-day running of the hospital is built on mutual respect and confidence between staff and patients.

When you are discharged from the hospital



If the hospital staff consider it necessary, they will arrange for a district nurse to visit you after you have been discharged.

When your treatment at the hospital is complete, you will be discharged. You will normally be discharged following a talk with the doctor. The staff will explain to you what you will have to pay attention to with regard to food and medicine, and will tell you what you can do to help yourself in future.

If there is anything you are unsure of, please ask the hospital staff.

The doctor may ask you to return for an examination and a talk after you have been discharged from the hospital. This is because the doctor wishes to check that the treatment is going as planned.

If the hospital staff consider it necessary, they will arrange for a district nurse to visit you. For example, you may need to have your dressing changed after an operation. If it is decided that you need a care assistant to visit you at home, the staff will make the necessary arrangements. ■

Other practical information

When you are admitted to hospital, you are covered by patient insurance. This means that you can receive compensation for any injuries or damages resulting from your treatment at the hospital.

If you wish to complain about the professional treatment you have received, you are welcome to contact the Medical Complaints Council.

If you have any questions about patient insurance or the complaints procedure, you are free to contact your patient counsellor. The relevant telephone numbers are listed at the back of this leaflet.

If you encounter problems with your housing, personal finance or other areas while you are ill, the staff can put you in touch with a social worker at your local authority.

The hospital staff can also provide you with documentation to show that you have been in hospital. ■

Family

During your admission your family and friends can visit you. Please ask for details of the visiting times for the particular ward. In order to ensure that you and the other patients can have the peace and quiet you and they need, it is important that you only receive a few visitors at a time.

At the hospital there is also a kiosk and a café. ■

To allow mother and baby peace and quiet, the maternity ward has fixed visiting hours.



Pregnancy and birth

If you think you may be pregnant, you can go to your General Practitioner for a pregnancy test.

If the test shows that you are pregnant, the doctor will then examine you and take blood samples. You will then be referred to the mother and baby clinic and the hospital. Midwives are experts in pregnancy and births. They will give you good advice about how to ensure that both you and the baby stay well.

It is possible to give birth at home. You can give birth as an outpatient – which means that you can return home just a few hours after giving birth – or as an admitted patient, which means that you will remain in hospital for a few days after giving birth.

When your labour starts, you or your partner should ring the hospital maternity department and arrange your time of arrival with the midwife. In general, you must arrange transport to the hospital yourself.

If you have planned to give birth at home, you should still call the maternity department, which will then send a midwife out to you.

When you are preparing to come to the hospital, you must remember to bring the medical record of your pregnancy – known as a “vandrejournal” – with you. You should also bring toiletries, comfortable clothes and slippers. It is a good idea to bring some coins for the coin-operated telephone.

In Denmark, it is common for the father to be present during the birth, although this is strictly voluntary. This provides the mother with good support – and is also often a very positive experience for the father.





You can give birth at home, as an outpatient or as an admitted patient.

If you have any questions, you are always welcome to ask the midwife. If you need an interpreter, the maternity ward will contact a professional interpreter to help with any communication difficulties. The interpreter may not be present throughout the birth.

It is quite normal to remain in hospital for a few days after giving birth. Some mothers are ready to return home soon after giving birth, while others prefer to wait until they have established a breast-feeding routine. Generally speaking, mothers whose babies have been delivered by caesarean section have to remain in hospital a little longer.

Visiting hours on the maternity ward are fixed, and these times must be observed to ensure that both mother and child can have the rest they need.

When you return home, you will be offered regular visits from a health visitor. The health visitor will give you advice about breast-feeding, healthy food and the development of your child. ■

Psychiatric illnesses

If you or another member of your family suffers from an acute psychiatric illness or sudden mental disorder, you can contact the psychiatric emergency department at the Psychiatric Hospital in Hillerød.

You can visit the psychiatric emergency ward for up to three days without being admitted. The doctor will evaluate your condition and decide whether or not you need to be admitted for treatment.

You can also receive treatment as an outpatient – i.e. without being admitted. This may take the form of supportive conversations and/or social and physical activities at the hospital.

If you are admitted, a doctor will explain the treatment that has been planned for you.

In the course of your treatment and care, you will meet a wide range of hospital employees, both men and women. These employees are doctors, nurses, care assistants, psychologists, social workers and therapists. They are all experts in their fields. There are also pupils and students at the hospital.

The staff do not wear white uniforms. They wear their own clothes, and you will be introduced to your contact or contacts when you are admitted.

Most of the wards contain rooms for one or two patients.

The majority of patients are admitted voluntarily. However, some patients are committed to the hospital. This procedure is governed by specific laws and rules involving the patient's General Practitioner, family and the police. On the ward, you will find a pamphlet containing special guidelines about your rights as a patient.

You have the right to complain to the Medical Complaints Council about involuntary admission and treatment. ■





*Esbønderup Sygehus
Sygehusvej 4
3230 Græsted
Tel: 48 29 48 29*



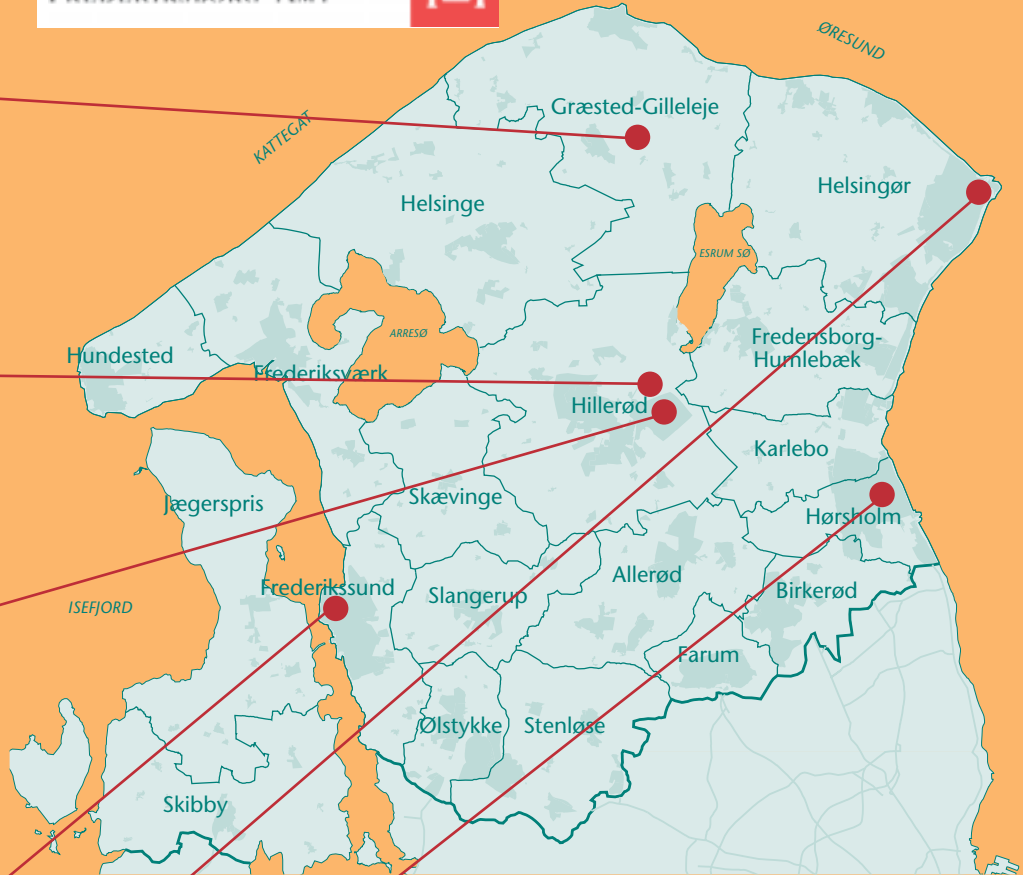
*Psykiatrisk Sygehus
Dyrehavevej 48
3400 Hillerød
Tel: 48 29 48 29*



*Hillerød Sygehus
Helsevej 2
3400 Hillerød
Tel: 48 29 48 29*



*Frederikssund Sygehus
Frederikssundsvej 30
3600 Frederikssund
Tel: 48 29 50 00*



*Helsingør Sygehus
Esrumvej 145
3000 Helsingør
Tel: 48 29 49 49*



*Hørsholm Sygehus
Usserød Kongevej 102
2970 Hørsholm
Tel: 48 29 29 29*

Patient Counselling in the County of Frederiksborg

*Patient Counselling at Frederikssund Hospital
Weekdays: 10-13
Tel. 4829 5000*

*Patient Counselling at Hillerød Hospital and Hillerød Psychiatric Hospital
Weekdays: 10-13
Tel. 4829 3024*

*Patient Counselling at Helsingør Hospital and Hørsholm Hospital
Weekdays: 10-13
Tel. 4829 2289*

*Patient Counselling in the Danish Health Service Administration Department
Administrative staff
Mon-Thu: 9-16, Fri: 9-13*

This leaflet has been prepared for the County of Frederiksborg by the working group for information for foreigners and immigrants in the County of Aarhus.

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