

Patient Rights

– general guidelines for patients and their family



You can choose the place of treatment

With a few exceptions, you can decide which hospital you want to be referred to within and outside the Capital Region of Denmark. If you choose a public hospital outside the region, you may be denied access if there are no places available. Your possibilities when it comes to choosing treatment in highly specialised departments, e.g. Rigshospitalet, will depend on your illness.

You also have the possibility of choosing to be examined and receive treatment at a private hospital:

- 1) if we cannot offer you examination and treatment within one month at one of the Region's hospitals or a hospital associated with the Region.
- 2) if the hospital cancels your scheduled surgical procedure.

Conditions for your choice of place of treatment, etc.

For this choice to be exercised, the waiting time at the private hospital may not be longer than the waiting time at the Region's hospitals or hospitals with which the Region is associated. However a longer waiting time for surgical procedure is allowed at a private hospital if the Region's hospital has cancelled a scheduled surgical procedure.

In any event, it is a condition that an agreement has been concluded with the private place of treatment regarding the examination treatment or surgery, which you are to receive.

You need a referral to the private hospital from the Capital Region of Denmark's Central Information and Advice Unit (cf. contact info at the back of this folder).

You will be given more information about your specific possibilities for choosing the place of treatment when the hospital tells you when you can be examined, receive surgery or receive treatment.

You can have transport assistance

As a main rule, you are responsible for your own transport.

If you are a pensioner or live over 50 km from the hospital, you may be transported to and from the hospital or receive a transport refund.

If your state of health excludes the use of public transport and you are asked to come back for outpatient treatment, your transport may be paid for or you will receive a transport refund.

In any event, it is the hospital who will assess whether your state of health entitles to be transported to the centre or receive a transport refund.

Transport costs will be refunded by an amount that corresponds to the cost of transport by the lowest priced mode of transport that is responsible in the circumstances, provided the costs of this mode of transport exceed DKK 60.00; for pensioners, however, the limit is DKK 25.00.

The hospital will arrange for you to be picked up and brought back, if you have the right to be transported. If you have the right to be transported, but choose another place of treatment than the Region's hospitals or the hospitals with which the Region is associated, you have to arrange for transport yourself and you must pay for the extra distance compared with the distance to the Region's hospital.

Contact persons

One or two healthcare professionals will be specially linked to your treatment if you have to be hospitalised for more than 24 hours or have to come more than once as an outpatient for treatment.

Your contact person will interact with the other staff involved in your treatment to ensure compliance with your plan of care. Furthermore, your contact person will ensure that you are given information and that you are involved in the entire process.

If you are moved to another department, another contact person at the new department will be assigned to you.

You can have the assistance of an interpreter

You have the right to assistance from an interpreter if this is a necessary precondition for your treatment process.

You have the right to receive information

You have the right to receive information, e.g. about your plan of care, treatment options, the expected treatment outcome, possible complications and side effects. Furthermore, you must be informed of the consequences if you refuse treatment.

You can always tell the physician if there is information you do not wish to receive.

It's up to you

It's up to you (by giving or withholding your consent) whether a proposed examination or treatment is to be carried out.

The exception is coercive treatment. For more information about your rights in connection with coercive treatment, we refer you to the Ministry of the Interior and Health's folder on "Coercive measures in mental health services". This folder is available at the mental health centre or from the Ministry's website. Contact information is available at the back of this folder.

You are entitled to new information and must again give your consent if the treatment is changed.

As a general rule, the right of self-determination applies from the age of 15. If you are not able to give your consent, another person will decide for you. Normally, this will be your nearest family.

In life-threatening situations, where you are not able to give consent, the physician may give immediate treatment without your consent.

You may request that information about you is not retrieved via electronic systems

In connection with your treatment at a hospital, physicians and other healthcare professionals can retrieve information about you via in an electronic medical record or other electronic systems. If you do not wish for such information to be retrieved about you, you may request that this is not to be done. In such case, you must state this to the department or healthcare professional, who wishes to retrieve your medical record information in connection with your treatment.

Recording in electronic systems

During your treatment, the hospital will record data about you. This is necessary for the hospital to be able to give you the best possible treatment. You are entitled at all times to be told which data that are being recorded.

Who receives information about your illness?

Staff members have a duty to maintain secrecy, even towards your family. You decide to whom staff members are allowed to speak about your situation.

When you are discharged and possibly after outpatient visits, your own GP or the physician who referred you will receive a letter about the treatment. If you do not want this, please inform the staff.

However, in certain situations, public authorities may receive information about you from the hospital without your consent.

In all other cases, your written consent is required before any health information can be passed on for purposes other than treatment.

Access to your own medical record

Everyone who is 15 or more can have access in the form of a copy of their own medical record. You can ask the department where you have been treated to see your record. You must be given a reply to your request within ten days.

Your medical record is available to you on the www.sundhed.dk

You can read your own medical record data on the www.sundhed.dk if you have a digital signature. As from 1 October 2008 onwards, your record data have been transferred to the e-record, which is a

national electronic record. Information is accessible 14 days after it was entered.

From this source, GPs, private practice specialists, hospital physicians and other healthcare professionals may also obtain the information required for your ongoing treatment. Under “my log” on www.sundhed.dk you are able to see who obtained information about you and when.

You have the right to complain and receive compensation

If you are dissatisfied with the level of service, the level of courtesy, the physical framework or the food, we invite you to approach or write to the management of the department or the hospital.

Please approach Sundhedsvæsenets Patientklagenævn (the Patient Complaints Board of the Danish National Health Service) if you wish to file a **written complaint** about an examination, care or treatment, the contents of your medical record, inadequate information or your other rights as a patient. Complaints must be filed with the Patient Complaints Board not later than two years after you became aware of the matter about which you wish to complain. Furthermore, the complaint must be filed no more than five years after the treatment was carried out.

You can apply for **compensation** via Patientforsikringen (the Danish Patient Insurance Association) if injury is inflicted upon you in connection with an examination or treatment.

The injury must be reported not later than three years after you became aware of the injury and no more than ten years after the injury occurred.

You may contact your contact person or the patient counsellor if you need help or assistance with regard to a complaint or with applying for compensation (see the contact information written at the back of this leaflet).

You decide whether you wish to participate in research trials

If you are asked whether you are prepared to participate in a research trial, you must be given both oral and written information about the trial. Your written consent is required for participating in the trial. You can withdraw from the trial at any time. If you refuse to participate in the trial, this will have no consequences for your treatment.

You have the right to decide over blood and tissue specimens

You can decide that blood and tissue specimens from you that the hospital is storing may only be used for your treatment and not for

research, etc. If you want this, please contact Sundhedsstyrelsens Vævsanvendelsesregister (The Tissue Application Register of the National Board of Health). You may ask that the specimens to be destroyed or to have them handed out to you if you have a special reason for your request. The person in charge of storing the specimens will decide whether your request can be met.

Your written consent is required for an autopsy

A scientific medical autopsy may only be carried out if prior to your death you gave your written consent or if after your death your family has granted permission. You may let your consent depend on acceptance from your family.

If you have chosen to leave your body to medical research and training, your family cannot voice objections.

Your permission is required for an organ donation

In order to remove an organ for transplantation, physicians must have permission from you or your family. You may decide that organ donation requires the acceptance of your family. We recommend that you make a decision and have your wishes registered in Donorregistret (the Donor Register) (see contact information at the back of this leaflet).

Living will

In a living will, you may specify for example that you do not wish to receive life-extending treatment if death is unavoidable in your situation (see contact information at the back of this leaflet).

Want to know more?

If you want to know more about your rights, you can get more detailed information in the guide "Patient Rights - a guide for patients and their family". You can find it on the hospitals website, or ask for it from staff at the hospital.

The patient offices at the Region's hospitals will also be able to guide you, just as the website of the Capital Region of Denmark www.regionh.dk offers additional information under Health and Patient Rights.

Addresses

Donorregisteret (the Donor Register)

Rigshospitalet (Copenhagen University Hospital), Unit 9631,
Blegdamsvej 9, 2100 Copenhagen Ø, Tel. (+45) 35 45 52 69

Livstestamenteregisteret (the Living Will Register)

Rigshospitalet (Copenhagen University Hospital), Unit 9631,
Blegdamsvej 9, 2100 Copenhagen Ø, Tel. (+45) 35 45 52 69

Indenrigs- og Sundhedsministeriet (Ministry of the Interior and Health)

Slotsholmsgade 10-12, 1216 Copenhagen K, Tel. (+45) 72 26 90 00
E-mail: sum@sum.dk
www.sum.dk

Patientforsikringen (Patient Insurance Association)

Nytorv 5, 3., 1450 Copenhagen K, Tel. (+45) 33 12 43 43
E-mail: pf@patientforsikringen.dk
www.patientforsikringen.dk

Region Hovedstaden (Capital Region of Denmark)

Kongens Vænge 2, 3400 Hillerød, Tel. (+45) 48 20 50 00
E-mail: regionh@regionh.dk
www.regionh.dk

Region Hovedstadens Centrale Informations- og Rådgivningsenhed (Central Information and Counselling Unit of the Capital Region of Denmark)

Rigshospitalet, Unit 7561, Tagensvej 20, Entrance 75, 6th floor,
2100 Copenhagen N, Tel.: (+45) 35 45 41 19
E-mail: fritvalg@rh.regionh.dk

Sundhedsstyrelsen (The National Board of Health)

Islands Brygge 67, 2300 Copenhagen S, Tel. (+45) 72 22 74 00
E-mail: sst@sst.dk
www.sst.dk

Sundhedsvæsenets Patientklagenævn (Patient Complaints Board of the National Health Service)

Frederiksborggade 15, 1360 Copenhagen K, Tel. (+45) 33 38 95 00
E-mail: pkn@pkn.dk
www.pkn.dk

Vævsanvendelsesregistret (the Tissue Application Register)

Sundhedsstyrelsen (National Board of Health) Islands Brygge 67,
2300 Copenhagen S, Tel. (+45) 72 22 74 00
www.sst.dk/vaev

Helsingør Hospital is the community hospital for the citizens of the municipalities of Helsingør (Elsinore), Fredensborg and Hørsholm. When the assumptions of the hospital plan have been implemented in 2010, this community hospital will consist of:

- a medical department
- a medical emergency room and emergency call service
- a knee, hip and back clinic
- outpatient radiology services and blood sampling.

Helsingør Hospital focuses on making our hospital the citizens' first choice. The hospital is working to develop its efforts for chronic patients with such ailments as diabetes and COPD as well as cardiac diseases.

Patient counsellor

As a patient or family member at Helsingør Hospital, you can get further information and guidance from the patient counsellor as a supplement to your contact with the hospital staff.

For example, the patient counsellor can help you if you have questions regarding the free choice of hospital, waiting times, file access, informed consent or complaint paths. Furthermore, the patient counsellor can help you if you have questions regarding private hospitals and clinics. The patient counsellor may also assist in solving misunderstandings between you and the hospital staff.

You may contact the patient counsellor in person at the patient office within the opening hours posted on the website, or you may write a letter, make a phone call, or send an e-mail.

Find more information at:
www.helsingoerhospital.dk

Tel.: 48 29 22 89
between 10.00-13.00
patientkontor@hlh.regionh.dk



**Helsingør
Hospital**

Helsingør Hospital
Patient counsellor
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