



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 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 hospital website, or ask for it from staff in the department.

The hospital patient office will also be able to guide you. Finally, 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. (0045) 35 45 52 69

Livstestamenteregisteret (the Living Will Register)

Rigshospitalet (Copenhagen University Hospital), Unit 9631, Blegdamsvej 9, 2100 Copenhagen Ø
Tel. (0045) 35 45 52 69

Ministeriet for Sundhed og Forebyggelse (Ministry of Health and Prevention)

Slotsholmsgade 10-12, 1216 Copenhagen K
Tel. (0045) 72 26 90 00
E-mail: sum@sum.dk
www.sum.dk

Patientforsikringen (Patient Insurance Association)

Nytorv 5, 3., 1450 Copenhagen K
Tel. (0045) 33 12 43 43
E-mail: pf@patientforsikringen.dk
www.patientforsikringen.dk

Region Hovedstaden (Capital Region of Denmark)

Kongens Vænge 2, 3400 Hillerød
Tel. (0045) 48 20 50 00
E-mail: regionh@regionh.dk
www.regionhovedstaden.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, 2200 Copenhagen N
Tel.: (0045) 35 45 41 19
E-mail: fritvalg@rh.regionh.dk

Sundhedsstyrelsen (The National Board of Health)

Islands Brygge 67, 2300 Copenhagen S
Tel. (0045) 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. (0045) 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. (0045) 72 22 77 91
www.sundhedsstyrelsen.dk/vaev

Mental Health Services of the Capital Region of Denmark cater for psychiatric examinations and treatment in the Region. The services consist of 13 mental health centres, as well as three centres for child and adolescent psychiatry.

Treatment is carried out both in bed units, where the patients are admitted, and as outpatient services, where the patient receives treatment during the day. Outpatient treatment is carried out at outpatient clinics at the mental health centres or at district psychiatry centres, as well as by the outreach mental health teams.

Patient counsellor

As a patient or family member at Mental Health Services of the Capital Region of Denmark, 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.

The patient counsellors for the mental health services are connected to the hospitals near which the mental health centres are physically located. You can find your patient counsellor either by asking the staff or by consulting the website of Mental Health Services of the Capital Region of Denmark: www.psykiatri-regionh.dk/patientvejleder.

Find more information at: www.psykiatri-regionh.dk

Tel.: 45 11 20 00
psykiatri@psv.regionh.dk

Region Hovedstadens Psykiatri
– Mental Health Services of the
Capital Region of Denmark
Kristineberg 3
2100 Copenhagen Ø



Mental Health
Services

REGION

Mental Health Services

Patient Rights July 2009

Mental Health Services

Patient Rights

– a guide for patients and their family

Valid from 1 July 2009





You can choose the place of treatment

With a few exceptions, it is up to you to 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. at Rigshospitalet, will depend on your illness. Freedom of choice in regard to mental health departments may also be restricted in certain instances.

If we cannot offer you treatment within one month either at one of the Region's hospitals or at a hospital associated with the Region, you may choose to receive treatment at a private hospital. This is on condition that the waiting time in the private hospital is not longer than the waiting time in the Region's hospitals and associated hospitals. Furthermore, it is a condition that the private hospital has a contract for the treatment you are to receive.

If the hospital changes the date of a planned surgical procedure, e.g. the hospital cancels your appointment for a surgical procedure, you also have the possibility of choosing to receive treatment at a private hospital. In this case as well, this can only be done if a contract has been concluded with the private hospital concerning the treatment you are to receive.

Special rules apply to children and adolescents up to and including the age of 18 with a referral for a psychiatric examination and treatment. Under certain conditions, these have the right of choice in terms of getting their evaluation and treatment at a private hospital.

You will need a referral to the private hospital from the **Central Information and Counselling Unit of the Capital Region of Denmark** (you will find contact information at the back of this folder).

When a hospital informs you when they can examine, treat and/or carry out surgery on you, the hospital will also give you information about your specific possibilities of choosing your place of treatment.



You can have transport assistance

You have the right to be transported in an ambulance or specially designed cars if your health condition makes this necessary. In most other cases, you have to arrange for transport yourself.

If you are a pensioner, you have the right to be transported to and from the hospital or receive a refund of your transport costs when you receive treatment at one of the Region's hospitals.

Other patients in an outpatient pathway also have the right to be transported or receive a transport refund, provided their condition makes it impossible to use public transport.

The health-care professionals at the clinic will decide whether you need transport or are able to organise your own transport. You can get a refund of the costs of the cheapest, responsible mode of transport, provided the costs of this mode of transport exceed DKK 60.00; for pensioners, however, the limit is DKK 25.00.

If you have the right to be transported, the hospital will arrange for you to be picked up and brought back. If you have the right to be transported, but wish to receive treatment at a hospital outside the Region, you have to arrange for transport yourself and you must pay for the extra distance compared with your hospital in the Region.



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.



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 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.

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.



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. If it were to happen that you lose your ability to cater for your own interests, staff may cooperate with your family or a guardian.

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.

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

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

Electronic patient record (e-record): From the autumn of 2008, some information in your medical record is accessible in electronic format via the www.sundhed.dk portal. The e-record is a nationwide electronic patient record in which GPs, private practice specialists, hospital physicians and other healthcare professionals that participate in your treatment may obtain the health and treatment information about you that is required for the ongoing treatment. If you do not want this, please inform the healthcare professional who wishes to access the electronic health information about you during treatment of you. You will be able to see the contents of your electronic medical record at www.sundhed.dk if you are min. 15 years of age and have obtained a digital signature. The record information will be accessible 14 days after being entered in the system.



File access and the right to see the data recorded about you

Everybody who is 15 years of age may have file access in the form of a copy of their medical record. You may ask the department where you were treated to see your record. You must receive a response to your request within ten days.

In a very few cases, file access may be fully or partially refused out of consideration for your own situation.

The hospital records various items of data about you. This is necessary for the hospital to be able to give you the best possible treatment. You always have the right to be told which data that are being recorded.



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 about how to complain or apply 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.