

# Patient Rights

- a brief orientation for patients and their family

Helsingør Hospital is a community hospital for citizens in the municipalities of Helsingør, Fredensborg and Hørsholm.

REGION

This folder informs you of your rights as a patient in the Capital Region of Denmark. If you have any doubts or queries when reading the folder, please contact the staff in the department where you receive treatment, or a patient counsellor.

## **You have the right to choose your place of treatment**

With a few exceptions, it is up to you to choose the hospital you want to be referred to if you are taken ill.

When you have been referred, you will receive a letter from the hospital telling you when the hospital will be able to examine or treat you and/or operate on you. The letter will also inform you of the rules for choosing another place of treatment than the one to which you have been referred.

Please be aware that 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.

## **Conditions for choosing treatment at a private hospital**

You may choose to have your examination or treatment at a private hospital if:

1. we cannot offer you examination or treatment within one month at one of the hospitals of the Capital Region of Denmark or at one of the hospital with which the Region cooperates, and
2. and agreement has been made between Danish Regions and the private hospital concerned about the examination, treatment or surgery you are going to have, and
3. the waiting time at the private hospital is shorter than the waiting time at the Region's hospitals or the hospitals with which the Region cooperates.

If the hospital cancels your planned surgery, you may be treated at a private hospital instead. As mentioned above, there must be an agreement about the surgery you are going to have. On the other hand, in this situation the waiting time at the private hospital does not have to be shorter than the waiting time at the Region's hospitals or at the hospitals with which the Region cooperates.

You need to be referred for treatment at a private hospital by the Central Information and Counselling Unit of the Capital Region of Denmark (cf. under Addresses).

## **Treatment guarantee in case of life-threatening diseases**

If you suffer from a life-threatening cancer or heart disease, special rules apply as to the maximum waiting time for examination and treatment. If the hospital cannot comply with the maximum waiting times, the hospital must investigate the

possibility of managing the examination or treatment of you sooner elsewhere in Denmark or abroad.

## **You can have transport assistance**

As a main rule, you must arrange your own transport.

If you have been asked to come to the hospital for further outpatient treatment, and if your health condition excludes the use of public transport, you may either be taken to and from the hospital or receive a transport refund if your total transport costs exceed DKK 60. The hospital decides whether you will be offered transport and how such transport will be carried out.

If you are a pensioner, you may either be taken to and from the hospital or receive a transport refund if your total transport costs exceed DKK 25. If you live more than 50 km from the hospital, you may either be taken to and from the hospital or receive a transport refund if your total transport costs exceed DKK 60. The hospital will decide how such transport will be carried out.

The hospital will arrange for you to be carried from your home to the hospital and back. If you arrange your own transport, your transport refund will correspond to the cost of transport by using the cheapest, responsible means of transport given your health circumstances.

If you choose another place of treatment than the hospitals of the Capital Region of Denmark or the hospitals with which the Region cooperates, you must arrange your own transport and you must pay for the difference in distance between the Regional hospital you were first referred to and the hospital of your choice.

## **Primary contacts**

If you are admitted to hospital for more than two days or you will be coming to the hospital for more than two outpatient treatments, you will be allocated one or more persons as your primary contacts.

If your treatment period is shorter than two days, you will be offered a primary contact if you have a special need for one.

## **If you need an interpreter**

You have the right to have the assistance of an interpreter if the physician finds that this is necessary for your treatment process.

From 1 June 2011, you may be charged for the assistance of an interpreter if you have lived in Denmark for more than seven years.

## **You have the right to receive information about your disease and treatment**

You have the right to receive information about such elements as treatment options, the expected outcome of treatment, as

well as possible complications and side effects. You must also be informed of the consequences if you decide not to receive treatment.

You have the right to tell the physician that there is information you do not wish to receive.

## **It's up to you**

You have the right to decide if you want to receive the examination and treatment offered to you. If you accept, you must give your consent. If you are not able to give consent, another person will decide on your behalf; normally, this will be your nearest family.

As a main rule, the right to decide applies from the age of 15. Again, if you are not able to give consent, another person will decide on your behalf; normally, this will be your nearest family.

If your treatment is changed, you must be given new information and your consent must be renewed.

In life-threatening situations where you are not able to give consent, the physician may give you immediate treatment without first obtaining consent from you or your family members.

## **Who receives information about your illness?**

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

Upon your discharge and after outpatient visits, your own GP or the physician who referred you for treatment will receive a letter with information about your treatment. If you do not want us to send this letter, please inform the staff.

## **Access to your own patient record**

Everyone who is 15 years of age or more may have access to his or her own patient record in the form of a copy of the record. You may ask the department where you were treated to see or receive a copy of your patient record. An answer to your request must be given within ten days.

## **Recording in electronic systems**

The hospital records information about you. This is necessary in order to give you the best possible treatment. You have the right to know which information has been recorded about you.

## **You may ask that information not be obtained about you in electronic systems**

In connection with treatment, physicians and other healthcare professionals at the hospital may obtain information about you

in the electronic patient record or in other electronic systems. You may inform the department or healthcare professional who wants to obtain your patient record information that you do not want this to be done.

## **Your patient record at Sundhed.dk**

You can access your patient record data at the address [www.sundhed.dk](http://www.sundhed.dk) if you have NemID access or a digital signature. Since 1 October 2008, record data about hospital treatment or mental health treatment have been entered in the e-record, the electronic patient record. You can access information 14 days after it has been recorded.

## **Dialogue, complaints and compensation**

You may complain about the professional treatment given to you by a healthcare professional or complain that a healthcare professional did not comply with your legal rights as a patient. The Disciplinary Board of the National Health Service processes such complaints, but your complaint must be sent to the Patient Ombudsman (cf. Addresses).

If you wish to complain about the health services' handling of your patient pathway or complain that a healthcare professional did not comply with your rights as a patient, the Patient Ombudsman will process your complaint (cf. Addresses).

When you send a written complaint to the Patient Ombudsman about the treatment you have received from a healthcare professional or your patient pathway, you will be invited to meet with the hospital healthcare professionals for a dialogue. This will be an opportunity to clarify your queries and for any misunderstandings to be corrected.

Your complaint must be filed not later than two years after you became aware or should have become aware of the incident about which you wish to complain. Your complaint must be filed not later than five years after the incident you wish to complain about occurred.

You may also complain to the Patient Ombudsman about decisions regarding such elements as transport, free and extended free choice of hospital, the treatment guarantee, interpreter assistance and primary contacts. The Patient Ombudsman must receive your written complaint within four weeks after you received the decision concerned. If special circumstances exist, the Patient Ombudsman may process your complaint even if the four weeks have passed.

If you are displeased with the level of service, the level of courtesy, the physical framework or the food at the hospital, we encourage you to approach or write to the management of the department or to the executive management of the hospital.

You may apply for compensation from the Patient Insurance Association if you are injured in an examination or treatment. Such injury must be reported not later than three years after you knew or should have known about the injury and not later than ten years after it occurred (cf. Addresses).

Your primary contact or the patient counsellor may assist or guide you if you wish to complain or apply for compensation (more information about the patient counsellor on the back).

## **Research trials – you decide**

You may be asked if you wish to participate in a research trial. In such a situation, you must be informed both orally and in writing about the trial and your written consent for taking part in the trial is required. You may withdraw from the trial at any time. If you decline participation in the trial, this will have no consequences for your treatment going forward.

## **You have the right to decide over blood or tissue specimens**

You may decide that blood and tissue samples from you that are stored at the hospital may only be used for your own treatment, not for research, etc. If this is what you want, you must contact the Tissue Application Register of the National Board of Health (cf. Addresses). You may ask for the specimens to be destroyed or handed over to you if you have a special reason for your request.

## **Written consent for autopsy**

A scientific medical autopsy may only be carried out if the deceased gave written consent, or if family members of a deceased person give consent. Consequently, it will be up to the family you leave behind to make a decision on autopsy if you have not given written consent. If, in your will, you have chosen to give your body to research and education, your family members cannot object to this.

## **Permission for organ donation upon death**

If physicians are to be allowed to use an organ for a transplant, written permission must be obtained either in the form of a decision that was made by the deceased or by the family members of the deceased person.

You may decide that organ donation requires the acceptance of your family. You may have your decision recorded in the Donor Register (cf. Addresses).

## **Living Will**

In a Living Will you may decide for example that you do not wish to receive life-extending treatment if death is unavoidable in your situation. You may have your decision recorded in the Living Will Register (cf. Addresses).

## **Want to know more?**

If you want to know more about your rights, more tailed information is available in "Patient rights – a guideline for patients

and their family". Staff can give you a copy of the guideline, or you can find the guideline and many other information items on the website of the Capital Region of Denmark: [www.regionh.dk](http://www.regionh.dk) under Health and Patient Rights.

The patient counsellors of the Capital Region of Denmark can also provide information about your rights.

## Addresses

### **Donorregisteret (the Donor Register)**

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

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

Slotsholmsgade 10-12,  
1216 Copenhagen K  
Tel.: 72 26 90 00  
E-mail: [im@im.dk](mailto:im@im.dk)  
[www.im.dk](http://www.im.dk)

### **Livstestamenteregisteret (the Living Will Register)**

Rigshospitalet, Afsnit 9631,  
Blegdamsvej 9,  
2100 Copenhagen Ø  
Tel.: 35 45 52 69

### **Patientforsikringen (Patient Insurance Association)**

Nytorv 5, 3., 1450 Copenhagen K  
Tel.: 33 12 43 43  
E-mail: [pf@patientforsikringen.dk](mailto:pf@patientforsikringen.dk)  
[www.patientforsikringen.dk](http://www.patientforsikringen.dk)

### **Patientombuddet (the Patient Ombudsman)**

Frederiksborggade 15, 2. sal,  
1360 Copenhagen K  
Tel.: 72 28 66 00  
E-mail: [pob@patientombuddet.dk](mailto:pob@patientombuddet.dk)

### **Region Hovedstaden (Capital Region of Denmark)**

Kongens Vænge 2,  
3400 Hillerød  
Tel.: 48 20 50 00  
E-mail: [regionh@regionh.dk](mailto:regionh@regionh.dk)  
[www.regionhovedstaden.dk](http://www.regionhovedstaden.dk)

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

Rigshospitalet (Copenhagen University Hospital), Unit 7561,  
Tagensvej 20,  
Opgang 75, 6. sal  
2200 Copenhagen N  
Tel.: 35 45 41 19  
E-mail: [fritvalg@rh.regionh.dk](mailto:fritvalg@rh.regionh.dk)  
[www.fritvalg@rh.regionh.dk](http://www.fritvalg@rh.regionh.dk)

### **Sundhedsstyrelsen (National Board of Health)**

Islands Brygge 67,  
2300 Copenhagen S  
Tel.: 72 22 74 00  
E-mail: [sst@sst.dk](mailto:sst@sst.dk)  
[www.sst.dk](http://www.sst.dk)

### **Sundhedsvæsenets Disciplinærnævn (Disciplinary Board of the Health Services)**

Cf. Patient Ombudsman

### **Vævsanvendelsesregistret (the Tissue Application Register)**

Sundhedsstyrelsen,  
Islands Brygge 67,  
2300 Copenhagen S  
Tel.: 72 22 74 00  
[www.sundhedsdata.sst.dk](http://www.sundhedsdata.sst.dk)



## Patient counsellor

As a patient and as a family member, you can seek information and guidance from the patient counsellor as a supplement to your contact with the hospital staff.

The patient counsellor may assist you, e.g. if you have questions concerning the free choice of hospital, access to your own patient record, or other patient rights. The patient counsellor may also help solve any misunderstandings between you and the hospital staff.

You may approach the patient counsellor directly at the patient office. You may also phone, write or send an e-mail to the patient counsellor. Opening hours and addresses are available on the website of each hospital.

Please understand that if you are writing from an unsecured e-mail connection, the reply from the patient counsellor may not contain any confidential information. However, you may send your e-mail via [www.borger.dk](http://www.borger.dk), if you have the national NemID password system, in which case you will receive the reply electronically.

The patient counsellors of the Capital Region of Denmark have offices at the Region's somatic hospitals and can be approached by all citizens in the Region. It is thus up to you to decide which patient counsellor you wish to contact. Staff can also help you get into touch with a patient counsellor.

## Telephone numbers for the patient counsellors of the Capital Region of Denmark

<b>Amager Hospital</b>	<b>32 34 30 26</b>
<b>Bispebjerg Hospital</b>	<b>35 31 22 05</b>
<b>Bornholms Hospital</b>	<b>56 90 97 08</b>
<b>Frederiksberg Hospital</b>	<b>38 16 30 87</b>
<b>Frederikssund Hospital</b>	<b>48 29 52 37</b>
<b>Gentofte Hospital</b>	<b>39 77 30 22</b>
<b>Glostrup Hospital</b>	<b>38 63 26 46</b>
<b>Helsingør Hospital</b>	<b>48 29 22 89</b>
<b>Herlev Hospital</b>	<b>44 88 40 16</b>
<b>Hillerød Hospital</b>	<b>48 29 30 24</b>
<b>Hvidovre Hospital</b>	<b>38 62 27 70</b>
<b>Regionsgården</b>	<b>48 20 57 17</b>
<b>Rigshospitalet</b>	<b>35 45 55 90</b>

### **Helsingør Hospital**

Esrumvej 145  
3000 Helsingør

Tel.: 48 29 49 49

E-mail: [hls@hlh.regionh.dk](mailto:hls@hlh.regionh.dk)  
[www.helsingorhospital.dk](http://www.helsingorhospital.dk)