

Find more information at
www.danskepatienter.dk/bisidder

Who are Danish Patients?

Danish Patients is an umbrella organisation for patient associations in Denmark. Danish Patients has 17 member organisations which represent 79 patient associations with a total of 870,000 members.

Danish Patients is an interest organisation which aims to improve conditions for patients in Denmark.

If you are a patient and would like to receive advise services for your illness or specific course of treatment, Danish Patients will be unable to help you. Please contact the individual patient associations.

Links to the associations of the organisation are available at www.danskepatienter.dk/patienter

| FOR
PATIENTS
& RELATIVES



The OBSERVER scheme



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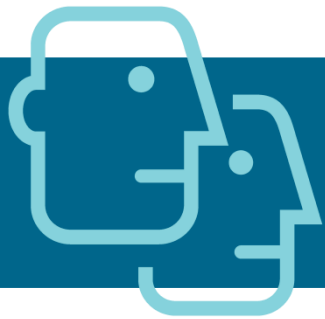
Did you complain about the health service?

Bring an observer
to your dialogue interview

Did you complain about your treatment from the health service?

If you have filed a complaint with the Danish Agency for Patient Complaints and therefore will have a dialogue interview with representatives from the region (e.g. health professionals from the hospital ward about which you complained), you will now be able to bring an observer to the dialogue interview.

Among other things, the dialogue interview can be used to give the health service a possibility to learn from your experiences and to offer you the necessary explanations.



Bring an observer to the local dialogue

You have a right to bring a person to the interview - a so-called observer. It might be a family member or a close friend, but you also have the possibility to bring an observer from the Danish Agency for Patient Complaints's observer scheme. The observer will be your support during the interview. He or she will help you ask the difficult questions - and will help you remember what was said during the interview.

Danish Patients tested and established the observer scheme in 2013 with support from the Danish Ministry of Health. Danish Patients now make observers available in the entire country.

The observers in the observer scheme are volunteers who will join you at the dialogue interview. They will listen and help you get the necessary perspective for the interview. They will help you say what is on your mind and will help you get the necessary clarification. However, the observers are not professional advisers or persons who can argue your case like a lawyer.

How it happens when you use an observer from the Observer Scheme.

The observer from Danish Patients will join you at the dialogue interview with the health service where you might talk with the doctor in charge of your treatment, the hospital management or others whom the region has chosen to do the interview.

Before the dialogue interview, you will talk to the observer so that you can make a general outline of the results that you would like to get from the dialogue interview. You will also agree on the role that the observer should have during the interview.

After the dialogue interview, you and the observer will be able to talk again - and summarise the meeting. Your process together will end here.

How to contact an observer

Contact the secretariat of Danish Patients:

Tel.: +45 33 41 47 57

Email: info@danskepatienter.dk

Danish Patients only make observers available for patients and relatives who have complained to the Danish Patient Safety Authority.

Who are the observers from the Observer Scheme?

- The observers are volunteers.
- The observers have certain knowledge of the health service and have experience in helping others - either through their profession or through voluntary work.
- The observers have taken an observer course at Danish Patients with particular focus on local dialogue interviews.
- The observers are pledged to secrecy.
- It is free to use the observers.
- The observers are NOT advisers or "lawyers" who will argue the patients' case
 - but they do offer an extra set of ears to listen, and they will support a constructive dialogue.