

Dialogue with the region

– when you complain about healthcare treatment

Why choose a dialogue?

The dialogue is for the patient who has experienced unsatisfactory treatment.

Maybe you have some unresolved issues. Maybe all you need is to have health professionals explain to you why they acted the way they did or how they are going to make sure that the same thing will not happen to another patient.

A dialogue can help you reach the clarification and the answers that you seek.

Who can have a dialogue?

The offer to have a dialogue applies if your treatment is wholly or partially paid by the region. As an example, it might be treatment received at a public hospital or from a medical specialist, e.g. a general practitioner.

If you want to insist on your complaint after a dialogue, you will still have the right to have your complaint heard. The dialogue will not have any influence on the outcome of your complaint.

If you do not accept the dialogue, we will continue the hearing of your complaint. After that, we can no longer offer you a dialogue.

Others will benefit from your dialogue

First and foremost, the dialogue is your opportunity to discuss your experience and any issues that you believe need to be improved.

At the same time, the health authorities will have the opportunity to learn from your experience. Your experience will contribute to improving routines and treatments and will make sure that what happened to you will not happen to others.

How the dialogue takes place

If you accept a dialogue, you will be contacted by the region. You will be told how the dialogue has been planned and whom you will be talking to.

The region decides how the dialogue will take place.

However, if you have any specific requests, e.g. if there is anyone specific that you would like to participate in the dialogue, please make a note of it in your complaint so that the region will be informed.

A dialogue can be a personal meeting, or it can take place over the telephone. The healthcare professionals who have been treating you will often be the ones to participate, but it may also be others, e.g. someone from the departmental management.

How to prepare

No one expects you to take the lead in the conversation, and there will be no requirements to you. The healthcare professionals who participate will make sure that you will be properly guided through the dialogue.

If you would like to have more information, your local patient advice office will be able to tell you how a dialogue takes place in your region.

Receive support during the dialogue

You are welcome to bring a relative or a friend to support you during the dialogue. It might be an advantage for you to have someone else there who will listen and remember what is being said.

You can also make use of Danish Patients' observer scheme. The observers are volunteers who will go with you, listen and help you get the necessary clarification.

The patient counsellors at your patient advice office can also help you get in touch with a volunteer observer. You can find more information about the observer scheme in the leaflet from Danish Patients.

After the dialogue

After the dialogue, you need to make the following decision:

- Would you like to withdraw your complaint?
- Would you like to retain your complaint?

If you choose to retain your complaint, you need to make the following decision:

- Would you like to change the content of your complaint?
- Would you like the criticism to be directed at the place of treatment?
- Would you like the criticism to be directed at one or more specific health professionals?

You can read more about the effect of your decision in our pamphlet "Who will settle your case?", and here you can also find more information about how your case is being heard.

If you yourself do not make a decision regarding whom you would like to settle your case, as a rule, we will manage your case as a complaint about the place of treatment. The Danish Patient Complaints Agency will therefore be the authority to settle your case.

Regardless of whether or not you retain your complaint, you can apply for compensation at Patienterstatningen (the Patient Compensation Association) if you had an injury after treatment from the health services.

Your regional patient office

The North Denmark Region

Tel. +45 97 64 80 10
patientkontor@rn.dk

Central Denmark Region

Tel. +45 78 41 04 44
patientkontoret@rm.dk

Region of Southern Denmark

Tel. +45 76 63 14 90
patientkontoret@rsyd.dk

Region Zealand

Tel. +45 70 15 50 01
patientvejledningen@regionsjaelland.dk

The Capital Region of Denmark

Tel. +45 38 64 99 44
patientkontorregionsgaarden@regionh.dk

Other contact information

Patienterstatningen/Patient Compensation Association

Tel. +45 33 12 43 43
www.patienterstatningen.dk

Danske Patienter/Danish Patients

Tel. +45 33 41 47 57
www.danskepatienter.dk

Styrelsen for Patientklager/Danish Patient Complaints Agency

Olof Palme Allé 18 H
8200 Aarhus N
Tel. +45 72 33 05 00 (10am-2pm)
stpk@stpk.dk
www.stpk.dk