

Help for your choice of hospital

Would you like to have your options of being referred to another hospital checked? If so, you can contact the Unit for Hospital Choice on telephone +45 9764 8020 (weekdays 9 a.m. - 12 p.m., however 1 p.m. - 4 p.m. on Thursdays).

In some cases you can make use of a private hospital. The Unit for Hospital Choice can help you look into your options.

Transport to hospital

If you have questions about transport, including your options to be driven to and from a hospital, refund of transport costs and ordering transport, you must contact the Transport Office in North Denmark Region on telephone number +45 9764 8030 (weekdays 8 a.m. - 1.30 p.m.).

You can direct other questions about the rules for transport to the Patient Enquiries Office.

The Patient Enquiries Office in North Denmark Region

- offers advice and guidance to patients and relatives in their dealings with the health service

The Patient Enquiries Office in North Denmark Region

The Patient Enquiries Office

North Denmark Region,
Niels Bohrs Vej 30
DK-9220 Aalborg East

Telephone: +45 9764 8010
e-mail: patientkontor@rn.dk
www.patientrettigheder.rn.dk

April 2013

Varenr. xxxxx



NORTH DENMARK REGION

NORTH DENMARK REGION



How can the Patient Enquiries Office help?

- provide guidance on patient rights
- provide guidance on how to move forward in the health service
- contributes to resolving misunderstandings between you and the health service
- provide guidance on your options to complain
- provide guidance on your options to file for compensation
- help you to draw up and forward written complaints
- help you to draw up and forward notifications of compensation claims
- provide guidance on your options to report an inadvertent event
- inform you of maximum waiting periods for life-threatening illnesses
- provide guidance on your options for treatment abroad
- provide information on the rules for transport
- provide information on the rules for free and extended free choice of hospital



How can you contact the Patient Enquiries Office?

You can:

- call a patient counsellor on telephone +45 97648010 (weekdays 9 a.m. - 12 p.m.)
- send an e-mail to patientkontor@rn.dk
- write to the Patient Enquiries Office, Regionshuset, Niels Bohrs Vej 30, DK-9220 Aalborg Ø
- appear at the Patient Enquiries Office by appointment or unannounced on Thursdays between 1 p.m. and 3 p.m. (closed on some days). Read more on our website: www.patientrettigheder.rn.dk

If you send a written enquiry, please remember to disclose your telephone number as we often need supplementary information in order to respond to your enquiry.



Non-disclosure obligation

As patient counsellors we must comply with a non-disclosure obligation.

If we need to contact one or more healthcare professionals in order to assist you, you must give us your consent to do so.

The Patient Enquiries Office provides general guidance to relatives. If an enquiry from a relative relates to specific issues regarding a patient, the Patient Enquiries Office will require consent from the patient in order to work further on the matter.

Where can I get more information?

On the Patient Enquiries Office website you can find information about your rights as a patient and other relevant information and links: www.patientrettigheder.rn.dk