

## Reporting an inadvertent event

As a patient or relative you can report a procedure or an experience such as an inadvertent event regardless of where in the health service this has occurred. The only purpose of this is for the health service to learn from the event. Therefore, reporting an inadvertent event is not the same as submitting a complaint about the health service.

You can read more and report an inadvertent event electronically at [www.dpsd.dk](http://www.dpsd.dk). If you have questions regarding inadvertent events, you can contact the Patient Enquiries Office.

## Complaints about other issues regarding practising health professionals

If you want to complain about communication, service and similar with practising health professionals - e.g. own general practitioner, specialist or physiotherapist, you must send a complaint within six weeks after the occurrence of the situation that gives rise to the complaint. The Liaison Committee for the area of specialisation the complaint concerns and Primary Health will process the complaint.

You must send your complaint to:

### North Denmark Region

Primary Health - Att.: Secretariat  
Niels Bohrs Vej 30 - P.O. Box 8300  
DK-9220 Aalborg East

On the dental health area, the Regionstandlægenævnet (Regional Dental Health Board) processes the professional complaints and the liaison committee for dentist practitioners processes complaints about service, communication and similar.

For further information on complaint options on the dental health area, contact Primary Health on telephone +45 9764 8327/+45 9764 8325 or by e-mail: [lego@rn.dk](mailto:lego@rn.dk)

### Special complaint rules on the psychiatric area

There are special complaint rules in connection with complaints about confinement and other coercion in psychiatry. You can obtain further information from the assigned patient counsellor or at the Patient Enquiries Office.

### 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](mailto:patientkontor@rn.dk)

[www.patientrettigheder.rn.dk](http://www.patientrettigheder.rn.dk)

April 2013

# Who can you contact?

Compen-  
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Complaints  
about health  
professionals

Inadvertent  
events

Service  
complaint



## Contact the Patient Enquiries Office in North Denmark Region

If you feel you have been exposed to an error or have been badly treated in another way, it is always a good idea to initially speak with the medical staff about it. This is to clarify any misunderstandings and to give the department the opportunity to correct the conditions and learn from the incident.

You are always welcome to contact the Patient Enquiries Office where the patient counsellor can guide you in relation to precisely your rights and options. The Patient Enquiries Office contacts the hospital, fills in complaint and report forms and advises you if you want to report an inadvertent event.

The Patient Enquiries Office is open all weekdays from 9 a.m. - 12 p.m. on +45 9764 8010  
e-mail: [patientkontor@rn.dk](mailto:patientkontor@rn.dk)

Address: NORTH DENMARK REGION  
Region Sekretariat - Patient Enquiries Office  
Niels Bohrs Vej 30  
DK-9220 Aalborg East

The Patient Enquiries Office opening hours for personal enquiries can be found on [www.patientrettigheder.rn.dk](http://www.patientrettigheder.rn.dk).



## Do you want to complain about a treatment or service?

At the National Agency for Patients' Rights and Complaints you can complain about:

- Procedures or health professionals' work.
- Rulings on access to records and certain specific patient rights

For a complaint, the National Agency for Patients' Rights and Complaints assesses whether the person or the procedure that is complained about complies with the code of practice for ordinary good standards. If the decision is in your favour, the criticism is passed on. Further information is available on [www.patientombuddet.dk](http://www.patientombuddet.dk) or by contacting the Patient Enquiries Office.

If you want to complain about the level of service, the physical frameworks, the conduct of health professionals, communication or similar, you can send your complaint to the relevant department management, hospital management or to North Denmark Region, which will process your complaint. Addresses can be found on [www.rn.dk](http://www.rn.dk).

## Do you want to file for compensation for an injury?

As a patient and in certain cases you have the right to compensation for injuries that have occurred with examination and treatment in the health service. If you want to file for compensation, you must report your injury to the Patient Insurance Association. Further information is available on [www.patientforsikringen.dk](http://www.patientforsikringen.dk) or by contacting the Patient Enquiries Office.

If your application for compensation has been rejected by the Patient Insurance Association, this can be appealed with the Patient Injury Appeals Board. Further information is available on [www.patientskadeankenaevnet.dk](http://www.patientskadeankenaevnet.dk) or by contacting the Patient Enquiries Office.

If your claim for injuries has been rejected by the Patient Insurance Association, the decision can be appealed at the Medicinal Injury Appeals Board. Further information can be obtained on [www.laegemiddelskadeankenaevnet.dk](http://www.laegemiddelskadeankenaevnet.dk) or by contacting the Patient Enquiries Office.

