

If necessary you are entitled to the services of a language interpreter. Please inform us about your requirement for an interpreter upon scheduling your visit. The health care personnel will then arrange for an interpreter from an interpreting agency.

If you are dissatisfied with the health care

We want you to have excellent health care and to be satisfied. It is therefore very important that you tell us what you believe functions well and what needs improving.

Talk to the staff

Start by talking to the staff that cared for you or with the relevant manager.

Advice and help from the Patient's Advisory Committee

If it is not possible to solve the problem you or someone else on your behalf may contact the Patient's Advisory Committee officer. The Patient's Advisory Committee helps and supports individuals who have points of view and opinions about health care within the County Council (which includes the Swedish Public Dental Service) and the municipalities. The Patient's Advisory Committee is fully confidential.

In accordance with legislation, the Patient's Advisory Committee shall:

- Promote contacts between patients and health care staff
- Provide patients and their relatives with the information they need concerning their interest in health care
- Refer patients to the right authority
- Improve health care services by reporting the complaints, criticisms and suggestions from the citizens to different authorities.

Submitting a report to the National Board of Health and Welfare

You can submit a report to the National Swedish Board of Health and Welfare. Their task is to examine complaints about health and medical care, dental care and staff who work in this field. In order to submit a report you do not even have to name, or even be aware of, the person who made the mistake or what caused the injury. The National Board of Health and Welfare can investigate the entire event and not just the actions of the individual person. The focus of the investigation is to identify the cause of the problem and what needs to be done in order to avoid it happening again. In this manner medical care will become safer. If you wish to find out more about this please contact the Patient Board Officer.

Contact information

Socialstyrelsen
Enskildas klagomål
106 30 Stockholm

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Internet address www.socialstyrelsen.se/klagapavarden

Please note that your report will become public property and will be made available to the public on request.

Patient insurance

Patient insurance often covers injuries resulting from treatment performed by a hospital, doctor's surgery or dental surgery. This means that you are entitled to compensation following examination of the report. The report must be made within a three year period. If you want to find out more please contact the Patient's Advisory Committee officer.

Contact information:

Landstingens Ömsesidiga Försäkringsbolag
Box 178 30, 118 94 Stockholm
Tel 08 551 010 00
Internet address www.patientforsakring.se

Pharmaceutical insurance

If you suffer injury resulting from the use of a pharmaceutical sold in Sweden you can report this to the Pharmaceutical Insurer. Please note that you are not eligible to compensation for any side effects suffered or from injuries resulting from misuse of medicine. You must report the injury no later than three years after the incident.

Contact information:

Läkemedelsförsäkringen
Försäkringsbolaget Zürich
Box 5069
102 42 Stockholm
Tel 08 57 93 30 00
Internet address: www.lakemedelsforsakringen.se

Interested in becoming a mentor?

The Patient's Advisory Committee is responsible for selecting support individuals on behalf of legally constrained psychiatric patients. Being a support person means assisting the patient with personal matters in complete confidentiality as well as maintaining contact with the Patient's Advisory Committee. Support individuals receive both training and assistance and also receive a certain amount of financial compensation. If you are interested in this service, please contact the Patient's Advisory Committee officer.

Contact the Patient Committee officer at Kronoberg County Council

Tel 0470-58 85 42, e-mail: patientnamnden@ltkronoberg.se