

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.

Your health care rights

Health care treatment

Errors and misunderstandings can arise if you are unhappy with how you were treated by health care staff. Health care responsibilities are regulated in several different acts and legislation. Patients are entitled to quality, safety and security when receiving health care. You should also expect to be treated well, enjoy integrity and receive important information and be given freedom of choice.

You are entitled to clear information

This includes your medical state, your diagnosis and prognosis and available methods of examination and treatment. You are also entitled to receive information regarding waiting periods, effects and any side effects resulting from medication or treatments. If you are too sick you may assign a close friend or family member to monitor these rights for you.

The appointment and treatment guarantee

The Health and Medical Care Act stipulates that you are entitled to medical care within a certain time frame. From the point in time when, in consultation with health care personnel, you decide that you are to visit the district health centre or obtain treatment, the medical care guarantee prescribes the maximum amount of time you will be required to wait. If you become critically ill, or you suffer an injury, you will obtain medical attention as soon as possible.

According to the appointment guarantee you are entitled to:

- 0** You will be able to contact the primary care service or personnel at a health care centre by telephone or have an appointment there on the same day.
- 7** If the health care staff feel that you need to see a doctor you will receive an appointment with seven days.
- 90** If you are referred for specialist care you will receive an appointment within 90 days.
- 90** If the specialist care personnel feels that you need treatment you will receive this treatment within 90 days following the decision regarding treatment. This also applies to your

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90 After the decision has been made about the treatment this must be executed within 90 days. Children and youths who suffer from a psychological illness are entitled to be treated within 30 days.

At Kronoberg County Council we are striving to schedule appointments for specialists at a faster pace. We aim for you to receive treatment within 0–7–60–60 days.

If the Kronoberg County Council cannot fulfil the appointment guarantee according to the above criteria you may contact another care provide within the county or in another County Council. In this event you are liable to pay patient charges and own charges for transportation.

If you decide to seek care from a provider other than Kronoberg County Council you have to pay for any costs involved, for example, for transportation and accommodation.

Second opinion – a second medical evaluation

In some cases you are entitled to a second medical opinion. This means that you may be examined by another doctor. Usually the health care staff arrange for a second medical opinion at the hospital or by contacting another hospital.

You are entitled to a second opinion:

- if you have a life threatening or serious illness or disease
- if the medical treatment can involve serious risks for you as a patient
- if your choice has major implications regarding your future quality of life and
- if it is not obvious which type of treatment is most suitable in your particular case.

Right to an interpreter

Hearing or speech disability

If you suffer from a hearing or speech disability or if you do not understand Swedish you can request the help of an interpreter.

Individuals who are deaf, deaf and blind or suffer serious hearing impairments have the right to request a sign language expert for most everyday situations. The interpreter service is free of charge and can be arranged via the County Council Interpreter Centre.

Languages other than Swedish

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You are entitled to an interpreter if you require one. Inform the staff when booking your appointment. Care staff will book an interpreter from the County Council Interpreter Centre.

We recommend using an authorised interpreter even if you have friends or family who are willing to interpret on your behalf.

Teletal

You can use the Teletal voice service when calling the County Council switchboard. Teletal can help those of you who have speech, talking or language difficulties.

Referrals

You need a referral for example when your doctor feels that you need to meet a specialist or visit a hospital. You can also request an appointment at hospital specialist services using a so-called own referral. This means that you describe your condition in writing explaining why you need health care.

If you need highly specialised health care or examinations such as x-rays and laboratory tests you require a referral from your doctor. Heart conditions and artificial insemination are examples of highly specialised care.

If you seek care in another County Council then the relevant referral rules in that County Council apply.

Questions

Do you have questions regarding your health care and treatment? If so contact the clinic that contacted you or alternatively the doctor who sent the referral to the specialist health care service.

If you have any suggestions

If you have any points of view or suggestions regarding the health care you received please contact the staff or operational manager at the clinic you visited. You may also contact the Patient Board at the following address.

Telephone: 0470 58 85 42

Electronic post: patientnamnden@ltkronoberg.se