

# Do you have questions, opinions or complaints about the health care you have received?



...contact the health care provider where you have been treated or the Patients' Advisory Committee (Patientnämnden).

Your opinions and complaints are valuable since they may contribute to better patient care and safety.

## **Do you have questions, opinions or complaints about the health care you, or someone close to you, have received?**

The Patients' Advisory Committee, Patientnämnden, is an impartial link between the health care providers and the patients. By law there are patients' advisory committees in all regions in Sweden. Our task is to assist and support patients and their relatives with their problems concerning health care - problems such as reception, treatment, availability, and financial or administrative questions.

We do not undertake medical assessments, nor are we able, or indeed allowed, to judge whether the health care provider has acted in a medically correct way or not. Nor are we able to demand the health care provider to make adjustments based on your claim.

The Patients' Advisory Committee has an administration at its disposal. The administration is staffed by people with broad experience of and expertise in health services, dental care and legislation. We are bound by patient confidentiality. There is no ultimate time limit to contact us and it's free of charge.

## **What do we handle?**

We handle complaints concerning publicly financed health services, that is the region's health services, the municipal health services and nursing in sheltered housing, private healthcare providers with care agreements with the region, Folk tandvården (the Swedish Public Dental Care), Aqua Dental, Distrikt tandvården, private dental hygienists and dental care financed by the region.

By turning to us, you help highlighting shortcomings and deficiencies in the health care system. All comments are valuable, since they may contribute to better patient care and safety.

We compile and analyze comprehensive statistics that are distributed to the health services. Attention

is drawn not least to problems that concern patient safety, which is an important part of ensuring quality care.

We notify the IVO (Inspektionen för Vård och Omsorg, Health and Social Care Inspectorate) of conditions that are subject to its regulatory oversight.

## **How to contact us?**

- Register your complaint via [www.1177.se](http://www.1177.se): Sign in with the help of an e-identification and go to "Regionen rekommenderar" and "Lämna synpunkter och klagomål hos Patientnämnden". This is the most convenient way to contact us and to describe your complaint. However, you need to be registered in Region Stockholm to do this.
- Phone 08-123 467 00. You can call us anonymously if you just want to find out what we can help you with.
- Send us a form or a letter to: Patientnämndens förvaltning, Box 30198, 104 25 Stockholm.
- Send us a short e-mail to: [registrator.pan@regionstockholm.se](mailto:registrator.pan@regionstockholm.se) including your phone number by which we can get in touch with you during daytime. For safety reasons we ask you not to send personal facts via e-mail.

On [www.regionstockholm.se/patientnamnden](http://www.regionstockholm.se/patientnamnden) you can find more information about the Patients' Advisory Committee and also a form, "Complaint about health care services", that you can fill in and send us.

## *Meetings with confidence*