

**TO YOU WHO HAVE SUFFERED A PATIENT INJURY.**

**If that which must not happen nevertheless happens, we shall do our utmost to help and assist you. Here, we describe our responsibility for injuries to patients, and about your rights according to the Patient Safety Act.**

## **WE REGRET THAT YOU HAVE SUFFERED.**

Safe care and nursing is our task, but mistakes and errors can unfortunately occur. We do all we can to take care of you and to make sure that nothing similar occurs again. First of all, your injury shall receive the correct treatment. At the same time, we shall carry out an investigation and present a report showing what has happened and what we need to do. Your experience is important for us, and you are more than welcome to see the report. It is our job to see that you receive complete information about the event, and we shall of course answer all your questions. We shall also help you to continue with possible new health care contacts. For us, it is a matter of both consideration and professional responsibility.

## **IMPORTANT INFORMATION ABOUT YOUR RIGHTS:**

*This is how you submit a complaint.*

If you are not satisfied with our investigation and the measures we have adopted, you can complain to the National Board of Health and Welfare (Socialstyrelsen), which is the authority which receives, investigates and deals with your complaint. The National Board of Health and Welfare can criticize individual persons practising in the field of health care, demand measures from the care-provider etc. You do not yourself need to know what or who has failed in the treatment; it is sufficient to submit a complaint (you can read more at [www.socialstyrelsen.se](http://www.socialstyrelsen.se)).

*You may be entitled to compensation*

1. Patient insurance: If you as a patient have suffered an injury in connection with health care, nursing or dental care, you can, according to the law, apply for and receive compensation from the patient insurance. You decide yourself whether you want to submit an injury report. If you need help, we can tell you what to do.
2. Pharmaceutical insurance: If you have been injured by your medicine, you are entitled to apply to the Pharmaceutical insurance to have your case examined. The insurance is based on a voluntary agreement between the pharmaceutical companies in Sweden.

*You can turn to the patient welfare board.*

If you do not wish to contact the medical service, are still dissatisfied or wish to give your viewpoints, you are welcome to contact one or the four patient welfare boards in the Västra Götaland region. All members of the patient welfare board have a secrecy obligation, and you can be sure that that nothing which you say will go further without your consent.

## **YOUR EXPERIENCE CAN HELP OTHERS.**

To have suffered an injury as a patient creates an exposed and difficult situation. If you nevertheless are willing to participate in the investigation of what has occurred, it would be very valuable. Your perception of the course of events and how we have treated you is extremely important information with respect to understanding how the injury could occur, and it can help us to ensure that the event is not repeated, and thus contribute to safer care for us all.

## **CONTACT US.**

We who are responsible for your nursing and welfare are always prepared to answer your questions, to support you and to ensure that you receive the help which you need. You can also contact your patient welfare board here: Borås: 033-17 48 50, Göteborg: 031-63 70 10, Mariestad: 0501-621 80 and Uddevalla: 0522-67 08 60.

## **DO YOU WANT TO KNOW MORE?**

For additional information, you are welcome to visit [www.1177.se/vastra-gotaland](http://www.1177.se/vastra-gotaland) (click on Rules and rights (Regler och rättigheter)).

## **FURTHER INFORMATION**

The aim of **THE PATIENT SAFETY ACT** is to make Swedish health care safer, by making high demands on us as care-providers. Our task is both to eliminate risks and to study the experience of patients in order to improve our services. If you are prepared to help to ensure that the investigation of your injury is as complete as possible, we should be very grateful. Your experience is important. If you have any viewpoints or questions, please contact us directly.