

Complaints to the Health and Social Care Inspectorate (IVO)

■ If you have turned to the care provider or the Patient Advisory Committee with a complaint about the care, but have not received an answer, or if the answer has not been satisfactory, you can submit your complaint to the Swedish Health and Social Care Inspectorate (IVO).

IVO investigates, among other things, incidents which have resulted in the patient having sustained a permanent injury, a significantly increased need for care or has passed away. IVO also investigates complaints concerning compulsory care and incidents which have seriously and negatively affected integrity, self-determination or legal status.

The Health and Social Care Inspectorate

Phone: 010-788 50 00 • www.ivo.se

Email: registrator.vss@ivo.se

Contact information for The Patient Advisory Committee

www.norrbotten.se/patientnamnden ■ 1177.se

Phone:

020-59 90 00 (free calls)

Letter:

The Patient Advisory Committee, 971 89 Luleå

Visiting address:

Regionhuset, Robertsviksgatan 7, Luleå

Email:

patientnamnden@norrbotten.se



The Patient Advisory Committee

A collaboration between municipality and region in Norrbotten

The Patient Advisory Committee is an independent body. You can turn to us with questions and comments on:

- health care and nursing within Norrbotten's municipalities
- private healthcare financed by Region Norrbotten
- healthcare within the region of Norrbotten
- dental care financed by Region Norrbotten

As a patient, you can also turn to the healthcare provider directly with your questions or comments.

You can reach the Patient Advisory Committee via:

- 1177.se
- norrbottn.se/patientnamnden
- 020-59 90 00 (free calls)

This is how the Patient Advisory Committee works

- We help you get answers to your questions and views on care within the municipality and region
- We inform, mediate contact and guide
- We help you to take care of your interests in healthcare and to turn to the right authority
- Appoints support staff for people who are in compulsory care

■ The Patient Advisory Committee works for problem solving and does not take a position on medical issues.

■ The Patient Advisory Committee has no disciplinary authority and does not make an opinion about right or wrong.

■ By presenting your views, you are contributing to making care safer.

Other agencies to which we can guide you further to

■ **If you have suffered from an injury in connection with health, medical or dental care, you can make a claim to the patient insurance.** The insurance checks whether you are entitled to financial compensation.

LÖF (County councils' mutual insurance company) **Phone:** 08-551 010 00
Email: info@lof.se • www.lof.se

■ **If you have been injured by a medication, you can turn to the Swedish pharmaceutical insurance for a review.** If the investigation finds an approved drug injury, the claimant can receive compensation.

SLF (Swedish pharmaceutical insurance) **Phone:** 08-462 37 00
Email: info@lakemedelsforsakringen.se • www.lff.se