



# Help us to provide safe treatment at the outpatient clinic.

We would like to know if you think something went wrong. If this is the case, please discuss this with the healthcare provider and ask:

- What happened?
- How could it have happened?
- What are the consequences, for now and in the future?
- What is going to be done about it?

1



1.

Thoroughly prepare your visit to the hospital. What is the reason for your visit? What information is required to make a proper diagnosis? What questions do you want to ask? What medications do you take and to what substances are you allergic? Ask someone to accompany you. Two people hear and remember more than one. Pass on any changes to your personal data (address, GP etc).

2



2.

Give your healthcare provider all of the information about your health. It is important that you tell the healthcare provider everything concerning your health symptoms. In order to come to an accurate diagnosis and treatment, the healthcare provider needs this information. Say which symptoms you have, when they occur and for how long they have troubled you.

3



3.

Ask for an explanation if you do not understand something. The healthcare provider gives a lot of information, for example about what is wrong with you, the examinations required, the treatment, possible risks and your own contribution to obtain a good result. It is important that you understand the information properly so that you know at the end of your visit what you can expect and what is expected of you.

4



4.

Ask for time to reflect on difficult decisions. After all, you are the one who decides if the proposed treatment or examination will be carried out and who gives consent. Do you want to think about it first and not decide immediately? If that is the case, ask your healthcare provider for time to think and agree upon how and when you will let him/her know your decision.

5



5.

Comply with instructions and advice. Make sure you keep to the agreements, if any, you have made with the healthcare provider about your treatment. Ask what you can or cannot do. Make it clear when you have the feeling that you are receiving contradictory advice or information.

6



6.

Is everything clear? Before you leave the consultation room, make sure everything is clear. When has the next appointment or the follow-up examination been planned? What should I do to prepare for the operation or treatment? At what location do I need to register next time? Be sure to know when you can get help and to whom you can turn to if you have any questions or having any problems.

Questions and notes

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