

## The Health & Social Services Ombudsman

- provides information to patients, service users and their families about their rights, as well as offering advice and guidance.
- is someone you can talk to about your experiences with the health and social services, and who has the time to listen.
- can help you identify who to ask for an explanation, or where to lodge a complaint, about any decision or treatment. It is up to you whether you want to proceed with the matter or follow the advice you are given.
- is independent and acts with professional authority.
- is entitled to give its opinion, comment on individual cases and propose improvements.
- has an office in every Norwegian county

## Find your nearest Health & Social Services Ombudsman here

Finnmark	Tel: 78 41 72 40
Troms	Tel: 77 64 24 33
Nordland	Tel: 76 11 38 80
Nord-Trøndelag	Tel: 74 11 14 60
Sør-Trøndelag	Tel: 73 51 12 99
Møre og Romsdal	Tel: 71 57 33 13
Sogn- og Fjordane	Tel: 57 82 50 60
Hordaland	Tel: 55 21 80 90
Rogaland	Tel: 51 51 86 66
Hedmark	Tel: 62 55 14 90
Oppland	Tel: 61 13 29 44
Buskerud	Tel: 32 26 66 00
Telemark	Tel: 35 58 65 20
Vest-Agder	Tel: 38 17 69 20
Aust-Agder	Tel: 37 01 74 91
Vestfold	Tel: 33 34 77 90
Østfold	Tel: 69 20 75 40
Akershus	Tel: 22 17 04 91
Oslo	Tel: 22 33 05 15

08.2009 - Apeland Informasjon. Illustrasjonsfoto: Getty/istockphoto. Trykk: Allkopi



[www.pasientogbrukerombudet.no](http://www.pasientogbrukerombudet.no)

 Pasient- og brukerombudet

*What can the Health & Social Services Ombudsman do for you?*



To order additional copies, contact:  
Norwegian Directorate of Health, Printing Office  
[trykksak@helsedir.no](mailto:trykksak@helsedir.no) • Tel: 810 200 50

[www.pasientogbrukerombudet.no](http://www.pasientogbrukerombudet.no)

Contact the

# Health & Social Services Ombudsman

The Health & Social Services Ombudsman has an office in every county. You are free to contact whichever Ombudsman's office you like, irrespective of where you live or where you have been treated. The purpose of the Health & Social Services Ombudsman is to safeguard the needs, interests and legal rights of all users of the country's health and social services, and improve the quality of those services. The Ombudsman's remit does not cover issues relating to welfare benefits.

## Contact the Ombudsman if you

- need advice and guidance
- feel your rights as a patient, service user or carer are not being upheld
- are unhappy with the treatment you have received
- do not know who to turn to

## The Health & Social Services Ombudsman can

- provide information about your rights
- provide advice and guidance if you believe you are entitled to compensation
- help you formulate questions or compensation claims and forward them to the right address
- help you resolve conflicts and assist you in your dialogue with service providers

### Advice

The Ombudsman offers advice – it is up to you to decide whether you want to act on it

### Confidentiality

The Ombudsman offers complete confidentiality

### Independence

The Ombudsman is a separate and independent office

### Anonymity

You do not have to tell the Ombudsman your name

### Free

The Ombudsman's services are provided free of charge



**Safeguarding your needs, interests and legal rights**