

# HOW TO FILE A COMPLAINT

Dear patient,

We at the Rožna Dolina Surgical Sanatorium d.o.o. are doing our best to make our patients satisfied with the treatment and the stay at our hospital. We wish to solve any misunderstandings arising during treatment or stay at our hospital straight away. We try to solve any issue at the clinic or the recovery room by providing a clarification by the person(s) responsible and taking the appropriate measures if necessary. If you believe that the problem has not been solved and that your rights are being violated, you can file a complaint or a "Request for First Action Regarding Patients' Rights Violation" to your health service provider.

As a patient you enjoy the rights defined in the Act on Patients' Rights passed in 2008. The act lays down 14 patients' rights, and the procedures to enforce these rights when they are violated. Our Complaints Handling Rules are available at [www.kirurski-sanatorij.si](http://www.kirurski-sanatorij.si).

You can file a complaint in writing and send it by e-mail to [polona.laharnar@ksrd.si](mailto:polona.laharnar@ksrd.si) or by mail to Kirurški sanatorij Rožna dolina d.o.o., Rožna dolina cesta IV/45, 1000 Ljubljana. You can also call us at 00386 1 477 9 400 (Monday–Friday, 9.00 a.m.–4.00 p.m.).

The "Requests for First Action Regarding Patients' Rights Violation" are handled by the Managing Board of the Rožna Dolina Surgical Sanatorium. The Sanatorium will respond to your complaint within five business days.

After receiving a complaint, the Managing Board will exercise one or more of the following options:

- send a written response to the patient;
- call the patient to discuss the situation;
- invite the patient to the Sanatorium to discuss the situation in person.

If the problem has not been settled, the patient may file a request for the presentation of the case in front of a special national commission.

Patients can also seek the help of a representative for patients' rights protection. The representative's role is to give advice and help the patient, or even act as a representative of the patient to ensure the respect of the rights contained in the Act on Patients' Rights. The representative provides the patient with basic information, professional help and concrete guidelines in asserting the rights concerning health care and health insurance. The assistance by the representative is free of charge and confidential.

The representatives of patients' rights in Ljubljana:

- Melina Omrzel Petek; e-mail: [melina.omrzel.petek@zzv-lj.si](mailto:melina.omrzel.petek@zzv-lj.si), office hours: Mondays, 2.00–8.00 p.m., Tuesdays and Wednesdays, 5.00–8.00 p.m.
- Duša Hlade Zore; e-mail: [dusa.zore@zzv-lj.si](mailto:dusa.zore@zzv-lj.si) office hours: Mondays, 8.00 a.m.–3.00 p.m., Tuesdays, 9.00 a.m.–1.00 p.m. Their offices are located in the premises of the Institute of Public Health of Ljubljana (Zavod za zdravstveno varstvo Ljubljana, Zaloška 29, Ljubljana). They are also available at 00386 1 542 32 85.

Best regards,

Brigita Kolenc  
CEO

