



STICHTING **pvp**
patiëntenvertrouwenspersonen
in de ggz

Your rights in mental healthcare, our concern

**Have you been admitted to a mental healthcare institution?
Are you subject to a crisismaatregel or zorgmachtiging?
Are you already receiving compulsory care, either in an institution or at home?
If so, you are entitled to receive advice and support from a pvp.**

**In Dutch, pvp is short for patiëntenvertrouwenspersoon.
In English, this translates as 'patient advocate'.
It's the pvp's job to help you. They know your rights and can help you stand up for them.**

Your rights within ggz (mental healthcare)

If you have been voluntarily admitted to a ggz-instelling or if you are receiving compulsory care, you are entitled to advice and support from a pvp. This right is stated in the Wet verplichte ggz, Wvvgz. (Compulsory Mental Healthcare Act).

In the Netherlands, this law also states the rights of individuals who are subject to compulsory care as a result of a psychological condition. Compulsory care can be imposed on you by means of a crisismaatregel (crisis measure) or a zorgmachtiging (care authorisation). You can read more about this in English at www.dwangindezorg.nl/wvvgz/english-version

How does the pvp work?

If you want to know what to expect or if you have questions or complaints about your care, you can contact a pvp. For example, you might have concerns about how you are being treated, about having to take medicine, the standard of hygiene on the ward or the limits placed on your freedom. The support you receive from a pvp is free of charge. The pvp does not work for a ggz-instelling or the local authorities, but is employed by an independent organisation called Stichting PVP (the Patient Advocate Foundation).

Questions we can help you answer

You can ask the pvp questions about your rights as a patient in ggz. The pvp will inform and advise you to the best of their ability. Questions they can help you answer include:

- I do not want to receive compulsory care. What can I do?
- Can I have a say in what I think is important in my treatment?
- I want to draw up a zorgkaart (care map). How can I do that?
- Am I allowed to read my medical file?
- I am receiving compulsory care at home. What rights do I have?

Complaints we can help you make

You can contact the pvp if you have complaints about your care and, if you have been admitted to an institution, about your living conditions. The pvp will work with you to find the best way to make your complaints heard and the steps that need to be taken. The pvp can help you take these steps. Here are a few examples of complaints:

- I do not understand what my practitioner is telling me.
- I have not been informed about my right to draw up a plan van aanpak (action plan).
- I am being given compulsory care that is not included in my zorgmachtiging (care authorisation).
- I am experiencing severe side effects from the medication I have to take.
- I am not given enough freedom.
- My outreach practitioner keeps postponing our appointments.

What happens during a conversation with your pvp?

During the conversation, the pvp will listen to your questions or complaints and will take them seriously. In some cases, the pvp can give you advice directly. If you would like help to find a solution to your complaint, you and the pvp will decide what you can do and what the pvp will do. Every step the pvp takes will be discussed with you first.

The pvp operates on the principle that *you* always have control of your situation. Without your permission, the pvp will not take any action. In the course of the conversation, it may become clear that the pvp is not the right person to support you. In that case, the pvp will direct you to another person or organisation. For example, this might be the klachtenfunctionaris (complaints officer) or the local authority.

What about my privacy?

The pvp has a strict duty of confidentiality. In principle, the pvp will not contact anyone else without your permission. In order to support you properly, the pvp wants to record a number of your personal details in a digital pvp dossier. You have the right to view these details at all times and to delete or amend information if necessary. If you do not want the pvp to record this information, you can tell them so.

How do I make an appointment?

You can call the pvp to make an appointment, or send an email or a WhatsApp message. Look around the ward for a folder or a poster that contains the contact details for the pvp. You can also speak to a pvp directly if you see them on your ward. You have the right to contact the pvp at all times.

If you are unable to find any contact details for the pvp, do not hesitate to ask the nursing staff. If you would rather not do that, call the [helpdesk on 0900- 444 8888](tel:0900-4448888). The call will be charged at the standard rate.

The helpdesk is open from Monday to Friday from 10.00 to 16.00.

On Saturday you can call the helpdesk between 13.00 and 16.00.

Do you need an interpreter?

You can talk to the helpdesk and the pvp in Dutch and in English. You can always bring someone with you to your conversation with the pvp to interpret on your behalf. The cost of a professional interpreter is not always covered. You can ask your practitioner or your lawyer whether you are able to use the services of an interpreter free of charge.