

99003038029000

# Advice for patients and their relatives

Heruntergeladen am 26.06.2025

<https://fimportal.de/xzufi-services/538133671/L100040>

| Modul                     | Sachverhalt                                            |
|---------------------------|--------------------------------------------------------|
| Leistungsschlüssel        | 99003038029000                                         |
| Leistungsbezeichnung I    | Advice for patients and their relatives                |
| Leistungsbezeichnung II   | Advice for patients and their relatives                |
| Typisierung               | 4 - Land: Regelung                                     |
| Quellredaktion            | Niedersachsen                                          |
| Freigabestatus Katalog    | unbestimmter Freigabestatus                            |
| Freigabestatus Bibliothek | unbestimmter Freigabestatus                            |
| Begriffe im Kontext       |                                                        |
| Leistungstyp              | Leistungsobjekt mit Verrichtung                        |
| Leistungsgruppierung      |                                                        |
| Verrichtungskennung       | Prüfung (29)                                           |
| SDG-Informationsbereich   | Medizinische Behandlung in einem anderen Mitgliedstaat |
| Lagen Portalverbund       | Gesundheit und Vorsorge (1130000)                      |
| Einheitlicher             |                                                        |

| Modul                      | Sachverhalt                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ansprechpartner            | Nein                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Fachlich freigegeben am    | 07.02.2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Fachlich freigegeben durch | Lower Saxony Ministry for Social Affairs, Labor, Health and Equality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Handlungsgrundlage         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Teaser                     | Patient Concerns offers all citizens of Lower Saxony the opportunity to raise concerns and complaints about healthcare in Lower Saxony.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Volltext                   | <p>If you have a concern or complaint regarding your healthcare, you can address it to the State Patient Protection Officer.</p> <p>The staff of the Office of the State Patient Protection Officer, which has been established within the Ministry of Social Affairs, Labor, Health and Equality as a central point of contact for matters relating to patients and their relatives, will offer tailored advice to the persons concerned after receiving your request.</p> <p>You can also submit your concern or complaint anonymously by post to the Office of the State Patient Protection Officer.</p> <p>The staff of the Office of the Provincial Patient Protection Officer have no supervisory powers and do not provide legal advice.</p> |
| Erforderliche Unterlagen   | <ul style="list-style-type: none"> <li>• If applicable Proof of authorization including a copy of the identity card</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Voraussetzungen            | Every citizen can submit their request. If you wish to submit a request on behalf of a relative or family member, a power of attorney or authorization or permission from the person concerned is required for further processing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Kosten                     | Gebühr: Es fallen keine Kosten an                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Verfahrensablauf           | You send us your request. Once your request has been received, the content will be checked and you will then receive an individual response. Depending on the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Modul                        | Sachverhalt                                                                                                                                                                                                                                                        |
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|                              | nature of the request, you will be offered advice. If you are making the request on behalf of a relative or dependant, proof of representation will also be checked.                                                                                               |
| Bearbeitungsdauer            |                                                                                                                                                                                                                                                                    |
| Frist                        |                                                                                                                                                                                                                                                                    |
| weiterführende Informationen | <a href="https://www.ms.niedersachsen.de/patientenschutz">https://www.ms.niedersachsen.de/patientenschutz</a><br><a href="https://www.ms.niedersachsen.de/patientenschutz">https://www.ms.niedersachsen.de/patientenschutz</a>                                     |
| Hinweise                     |                                                                                                                                                                                                                                                                    |
| Rechtsbehelf                 | There is no information on legal remedies, as the "patient concern" is not an application in the legal sense.                                                                                                                                                      |
| Kurztext                     | <ul style="list-style-type: none"> <li>- Entire service title: Patient counseling</li> <li>- Individual counseling of the patient is provided after submission and examination of the request</li> <li>- Office of the State Patient Protection Officer</li> </ul> |
| Ansprechpunkt                |                                                                                                                                                                                                                                                                    |
| Zuständige Stelle            |                                                                                                                                                                                                                                                                    |
| Formulare                    |                                                                                                                                                                                                                                                                    |
| Ursprungsportal              | Advice for patients and their relatives, Beratung für Patientinnen und Patienten sowie deren Angehörige                                                                                                                                                            |