Patient Ombudsperson

The Patient Ombudsperson can assist you when you need advice and information about your rights as a patient. The Patient Ombudsperson activities are based on law. If a patient or their next of kin is dissatisfied with the quality of care or treatment, they can contact the Patient Ombudsperson to investigate the matter. The Patient Ombudsperson is an advisory body: the Ombudsperson is not able to amend treatment decisions or act as a legal counsel. The service is free of charge.

The Patient Ombudspersons in the Wellbeing Services County of Pirkanmaa are Iiris Markkanen, Marja Urpo, Arja Laukka, Liisa Takkunen and Taija Mehtonen (the latter of whom is the responsible Ombudsperson).

The Patient Ombudsperson:

- Provides advice to patients on the application of the Act on the Status and Rights of Patients in certain matters.
- Provides advice and, where necessary, assistance to patients or their legal representatives, next of kin or other close persons in submitting objections.
- Provides advice on how to lodge a complaint, a request for an administrative review, a claim for damages concerning a patient or pharmaceutical injury, or another matter involving a patient's legal protection in healthcare with the competent authority.
- Communicates information about patients' rights.
- Collects information about patient contacts and monitors the developments of patients' rights and status.
- In addition to the statutory tasks, promotes and advances the rights of patients in other ways.

Contact details of the Patient Ombudsperson:

- by phone from 1.9.2025 Mon, Wed, Thu 9-11
  Tue 12.30-14.30: 0401909346
- via secure message at Suomi.fi Messages
- general advice by email: potilasasiavastaava@pirha.fi
- by letter: Hatanpäänkatu 3, 33900 Tampere, Finland