

Engelsk
Voksen/Adult

BUP

BARNE-OG UNGDOMSPSYKIATRISK POLIKLINIKK
THE CHILDREN'S AND YOUNG PEOPLE'S PSYCHIATRIC
OUT-PATIENT CLINIC



TO PARENTS AND COLLABORATIVE PARTNERS

It is important that children and adolescents understand a little about us before they arrive at BUP. The brochures **“And what about me?”** and **“Can BUP help me?”** give information about BUP adapted to children and young people.

Please use these brochures as a starting point for a conversation. Read more on the web sites: www.bupbarn.no and www.bupungdom.no



WHAT IS BUP?

BUP offers specialised polyclinic health services within psychiatric mental health care for children and adolescents. We offer services to children and adolescents under the age of 18 and their families.

WHO WORKS AT BUP?

You can meet with a psychologist, child psychologist, family therapist, clinical educator, or clinical social worker. Other occupational groups may also be represented. At times, a number of these will be working together.

Our office personnel answer inquiries and aid us with practical assistance.



HOW CAN BUP BE CONTACTED?

Families can find help and solutions within community based services for many of the difficulties that children and adolescents experience; your family doctor, public and school nurses, the Educational and Psychological Counselling Service (PPT), youth support teams, or Child Welfare Services. If necessary, these authorities can ask for assistance from BUP, or assist us with our referrals.

Children, adolescents, and parents may take contact directly with BUP for advice, or in a time of crisis. We will do this anonymously if so desired.



WHY ARE CHILDREN AND ADOLESCENTS REFERRED TO BUP?

Common for all those who come to us for help is the experience of emotional problems that cause unhappiness and difficulties in everyday life.

It can be about sadness, fear, anxiety, restlessness, difficulties in concentration, anger, cognitive problems, repercussions from a disagreeable experience, difficulties relating to the body and food, sleeping disturbances, or problems with drugs.

These children often have trouble relating to other human beings such as parents, siblings, friends, or teachers.



HOW DOES BUP WORK?

Primary evaluation:

We use our time during this initial phase to obtain an overview of the situation for the person referred to us. This we achieve primarily by discussions with the child/adolescent and the parents, and possibly others who understand the situation well. We also use questionnaires and tests. After obtaining a picture of the things that function well, and those things that are difficult, we try to agree on which areas are most important to address in future treatment, and how we shall co-operate in achieving this.

Treatment:

Dialogue is the most common working procedure used at BUP. We discuss the difficulties and possibilities together, and make plans that will lead to a positive evolution.



We can speak with the parents and/or children/adolescents individually or as a group, following the needs appropriate to each individual user of BUP. We generally bring the smallest children to the playroom. The discussions may contain role-play, games, writing, painting, or drawing. It can be very helpful to participate in group sessions with children of the same age. Some children will receive the option of taking medication.

If the users of BUP wish it, we can co-operate with and give guidance and training to the municipal services. We can also make further referrals to other sections of the child and adolescent psychiatric health services.

Preventive strategies:

BUP participates in preventive mental health measures through guidance programs, training, and distribution of information, among others.





WHAT RIGHTS DO BUP USERS HAVE?

Many of the points listed below are collected from the Patients' Rights Act. www.shdir.no/pasientrettigheter

The services at BUP are **voluntary** and **free**. **Transportation costs to BUP** are covered by the social security office in the child's home municipality. The user covers only the cost of patient's charge (co-payment).

The employees at BUP comply with **client confidentiality** obligations. Parents and/or adolescents must give their consent if we are to work in co-operation with each other. Moreover, if the child suffers from abuse, BUP is obliged to report this to the Child Welfare Office.

Adolescents who have reached 16 years of age have autonomous patient's rights. We cannot take contact with their parents without the consent given by the adolescent over 16 years of age. Important exceptions to this rule apply if our evaluation shows considerable danger for life, serious injury to the patient's health, or if the information is necessary for the parents to fulfil their parental responsibilities.

The users of BUP have the full **right to access** their journal. For children under 12 years of age, the right to access the journal also applies to the parents. For adolescents between the ages of 12 and 16, BUP will retain the right to determine whether the parents be allowed access to the adolescent's journal. Permission to access the journal is given by the caseworker.

You have the right to **manage** the implementation of the treatment programme.

You have **the right to receive necessary health treatment** from specialised health services. This is assessed following established criteria. This shall be evaluated within 30 working days from our receiving the referral. Information shall be given concerning the date when treatment can be expected. If the help is not given within the established time, one has the right to receive immediate help at another location.

You have the **right to make a formal complaint** if you are not satisfied with the treatment. We ask that you take contact with the person in charge of your BUP office in the first instance of a complaint. Formal complaint authorities are Helsetilsynet (The Health Services Supervisory Office) or Pasientombudet (The Patients' Ombudsman) within your own county. www.helsetilsynet.no or www.helsenett.no/pasientombud

The right to free choice of hospital applies to planned medical examinations or treatment, not to emergency services. Your family doctor will refer you to the hospital you wish. The patient's charge (co-payment) will be higher than usual for those travelling farther distances for treatment. www.sykehusvalg.net

Patients requiring long-term and coordinated health care services have the right to an individual health care plan. This plan shall stipulate a binding cooperation between the user, coordinator and the organisations from which the user receives health care. www.hpp.no

PRACTICAL INFORMATION

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