

for young **people**



Psykisk helse

ENGELSK

Mental health care in Norway

Psykisk helsehjelp/Mental health care (Ungdom)



What can I do when I don't feel ok?

A guide to services for young people with mental health problems

Mental health problems affect many people

Mental health problems can affect almost anyone. Approximately half of Norway's population will suffer from some form of emotional problem at some point in their lives. Some people have a genetic predisposition and can become ill in the absence of any particular triggering event; at other times, crises such as death, an accident or dissatisfaction with day-to-day life can result in your becoming ill.

What are mental health problems?

Many people suffer from mental health problems at some point in their lives. They can come and go quickly or they may last for a long time. Often such problems resolve themselves with the help of friends and family. Mental health problems range from mild depression and anxiety to severe psychoses where you lose touch with reality. You may feel sad, scared, anxious, or angry or have problems concentrating at school. Some people also have difficulty relating to their own bodies or to food, while others have problems sleeping or become dependent on drugs or alcohol. Mental illnesses are more long-term problems which require professional treatment.

You can get help

Your chances of getting better improve significantly if you get help early on, so contact someone who can help you. This might be your general practitioner (GP), the school nurse or

doctor, or a health centre for adolescents. In this brochure, we will explain more about who can help you.

Traumatic events

Many people who have undergone traumatic events and severe stress, experience sadness, fear and have nightmares, feelings that can also surface many years later. This can lead to difficulty functioning on a day-to-day basis and you feel anxious, depressed, or have other psychological problems. If you have recently come to live or work in Norway, this can also be a source of stress. Major changes in your life can lead to stress, and it can be difficult to adapt to your new situation. It is normal to experience some kind of reaction to such stressful events, though the type of reaction varies from person to person.



Right to an interpreter

If you have problems understanding what your doctor is saying you are entitled to assistance from an interpreter free of charge. Even if you speak Norwegian, it isn't always easy to understand technical information in a foreign language. If you need an interpreter, it is a good idea to mention this when you book the doctor's appointment, so that the interpreter can be there when you come. The interpreter is bound by professional confidentiality. In other words, he or she cannot divulge to others what is discussed during your appointment.

Anxiety and depression are most common

The most common psychological disorders are anxiety and depression.

Anxiety is a feeling of uncertainty and inner unrest that can be hard to overcome. If you have anxiety, you can feel restless and jittery, reacting for instance to sudden noises and movements. Some people become more impatient and irritable than they normally are, and some suffer from sleeping problems and nightmares. It is also common to feel the need to be alone. Anxiety can also manifest in physical ailments such as trembling, sweating, headaches, heart palpitations, pressure in the chest, nausea, stomachaches, lack of energy, and dizziness.

Depression can be triggered by difficult events or crises. It can also come on its own, in the absence of any single apparent cause. When you are depressed, it is common to feel sad. You may also lose interest in and enjoyment of life. Many people find that their weight goes up or down, suffer disturbed sleep patterns, are restless or passive, become tired and lack energy. Some people also have difficulty in concentrating and, in some cases, thoughts of death.

Other kinds of psychological disorders include eating disorders, psychoses, and compulsive disorders.



You can find out more about psychological disorders on the website of the Norwegian Directorate for Health (Helsedirektoratet) - www.psykisk.no.

When should you seek help?

When you break a bone or cut yourself, it is easy to see that you are unwell, but with psychological disorders, it's different. Psychological disorders can be difficult to identify, both for the affected person and for those around them.

If you feel that your symptoms are severe, or you have had them for a long time, you should seek help straight away. Your General Practitioner (GP) or school doctor can treat you for mild and moderate psychological problems, and refer you to other professionals for further help. You will find more information about where to get help and how to proceed on page 7 of this booklet.



You can be honest

All health personnel in Norway are bound by professional confidentiality. This means that whatever you or your parents tell the doctor, school nurse, or others who can help, will not be repeated without your permission.

If you have reached the age of 16, it is up to you whether your parents are told about things you discuss with your doctor or other healthcare personnel.



Norwegian Red Cross Helpline for Children and Young People

Do you need someone to talk to? The people working for the Norwegian Red Cross Helpline for Children and Young People are used to talking with young people. Whether you are happy, sad, scared, need help, or just wonder about something, you can talk to people who will listen and provide support and comfort when you need it. You can call on workdays between 14:00 and 20:00. Calls to the Red Cross Helpline are free, and you don't need to say who you are if you don't want to.

Red Cross Helpline: 800 333 21 (Free)

Klara Klok

If you don't want to talk on the phone, you can ask questions about health, family matters, drugs, alcohol, and sexuality on the Klara Klok website: **www.klara-klok.no**. All questions are answered by public health nurses, doctors, psychologists, or other qualified health personnel, and you don't need to give your name if you don't want to.



What should I do when I feel unwell?

1 In critical or life-threatening situations, you should immediately call **the Emergency switchboard (113)** for help. Explain what has happened, the address where you need help, and the telephone number from which you are calling.

If the situation is not urgent, that is where there is no risk to life or health, you can contact your GP, nearest casualty clinic, or school nurse.

2 Your GP, school nurse, or school doctor will talk to you about what is troubling you, what you need and what kind of help is available.

If you decide to talk to your school nurse, she can in some cases contact the school doctor or your GP, who can help you.

3 Your GP or school doctor may decide to refer you to a division of Children and Adolescents' Psychiatric Polyclinic Services (BUP). BUP can help you recover by working together with you and your family.

4 If you are being mistreated or have other problems at home, you can contact Child Welfare Services (Barnevernet). If you just need someone to talk to, you can for example contact an outreach youth worker where you live, or phone **the Norwegian Red Cross Helpline free of charge at 800 333 21**.

Who can help?

Healthcare in Norway is divided into municipal and specialist health services. Municipal health services include GPs and casualty clinics. In addition, the local authority in which you live has a number of resources available for people suffering from mental illness, including public health nurses, educational psychological services, activity centers, and accommodation. If you would like to know more about these services, get in touch with your local council.

The regional health authorities (Helse Nord, Helse Midt-Norge, Helse Vest and Helse Sør-Øst) are responsible for providing specialist health services, both somatic and psychological, to the people living in their area. Mental health services include outpatients and ambulant services. On the following pages, you will find more information about the various services that are available.

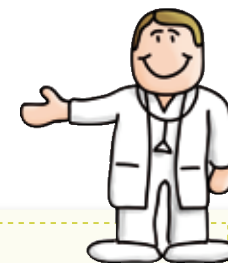
General Practitioner (GP)

Most people with mental health problems are treated by their general practitioner. The doctor can offer treatment for mild to moderate disorders. When you phone your GP, you will speak to the secretary or a nurse who will ask your name and date of birth, and what your call is about. If you just request an appointment, you will be placed at the back of the queue. It is therefore important that you explain the urgency of the appointment if you suspect your condition is serious.

Both the medical secretary and the nurse are bound by professional confidentiality.

The Casualty Clinic

If you need help, but are unable to contact your GP, you can contact the casualty clinic. The casualty clinic is particularly geared to deal with acute injuries, illnesses, and problems. The Norwegian name for the casualty clinic is Legevakten or Kommunal legevakt in your municipality. The number can be found in the phonebook.



Who is my General Practitioner, or GP?

All people in Norway are allocated a GP. You can choose to have a male or female doctor. If you don't know who your GP is, you can call the GP Helpline (Fastlegetelefonen) 810 59 500, or contact NAV (The Norwegian Labor and Welfare Organization) in your municipality. For more information, see www.nav.no.

Young people over the age of 16 can choose their own GP. If you are under the age of 16, your parents must consent to your receiving medical assistance. If you are aged 12 years or older, you will be able to give your opinion in all issues concerning your own health.

School nurse

If you don't wish to go to your GP, you can talk with your school nurse or a nurse at a specialist youth health centre. You can discuss personal problems such as sadness, sexuality, contraception, eating habits, drugs and alcohol, etc. The nurse is bound by professional confidentiality. The school nurse is part of the school health service, where help from a doctor and physiotherapist is also available.

Local authority child and youth mental health service

Your local authority offers a number of services and agencies whose task is to support young people and their families. They should provide access to health centres, a school health service and general practitioners. Many local authorities also have a dedicated service, which may be called the mental health service, psychiatric service, psychological assistance, family centre, etc, which can also provide help. Many local authorities employ qualified psychologists who can help you with your problems.

PPT

If you have difficulties with concentration and learning at school, the school can seek advice from the Educational and Psychological Counseling Service (PP-tjeneste or PPT). The Educational and Psychological Counseling Service/PPT provides advice and assistance in connection with problems related to learning problems, delayed development, and behavioral problems.

Outreach contact

The outreach youth work (Utekontakten) is a service for young people. The outreach workers can talk with you about issues that concern you, and can help you resolve personal or practical problems.

Young people talk with outreach youth workers about drugs and alcohol, friendship, work, psychological problems, where they live, school, finances, contraception, family, sexuality, and leisure time. The outreach youth workers are also bound by a code of confidentiality and the service is free.

At www.ung.no/psykiskhelse you will find a list of outreach youth workers near where you live.

The Child Welfare Service

If you are suffering abuse or other problems at home, you can contact the child welfare service. Your school nurse or others with whom you have sought help or advice can also contact the Child Welfare Service for you.

The Child Welfare Service will cooperate with your parents with a view to solving the problems at home. They can offer advice and guidance, financial assistance, a support person, and temporary home placements.

Family welfare

There are psychologists and social workers at the family welfare center that can offer advice to children and parents who are in a difficult situation. In cases of divorce, for example, the family welfare center can provide family therapy and various types of relationship courses. There are family welfare centers in all districts, and the service is free.

Youth Health Centre (HSU)

The Youth Health Centre (Helsestasjon for ungdom) is a special service in addition to your GP, local health centre, or school health services. Here you can talk with someone

about love, sexuality, contraception, sexually transmittable diseases, day-to-day problems, substance abuse, eating disorders, unwanted pregnancy, abortion, and much more. Look up your local youth health clinic (Helsestasjon for ungdom) at www.unghelse.no, Hjelpetjenester.

Children and Adolescents' Psychiatric Outpatient Services (BUP)

If you have severe problems your GP can refer you to a division of Children and Adolescents' Psychiatric Outpatient Services (BUP). The referral process requires that the doctor writes a letter to the relevant BUP unit. If you are under the age of 16, your parents must consent to your being referred to BUP.

BUP provides a variety of services depending on the problems you or your family may be experiencing. These include behavioral difficulties, anxiety, depression, suicidal thoughts or eating disorders. If you are suffering from the effects of physical or sexual abuse, substance abuse or serious family problems BUP can help you.

At BUP you could see a psychologist, child psychiatrist, family therapist, clinical pedagogue, or clinical social worker. They will first and foremost talk with you and your parents to identify why you, individually or as a family, need BUP's help. BUP can also work with parents, teachers or the school nurse to develop an effective solution.

BUP can talk with parents and young people both together and individually. You yourself can participate in the decision over whether you want your parents to be involved. You can also partake in groups with other people your own age.



Waiting period

There is usually a waiting period for non-acute admissions and consultations. The length of the wait varies from place to place. If your condition worsens during the waiting period, you have the right to have your application reappraised. In that case, contact your GP. From the 1st. of September 2008 a waiting period guarantee will be introduced for children and young people under the age of 23 who are seeking psychological help. This guarantee means that your referral must be assessed within 10 days and treatment started within 65 days if you are deemed to require help.

What does it cost?

Children under the age of 12 are exempt from paying the deductible for healthcare services. For treatment with a psychologist, children and adolescents under the age of 18 are exempt from paying the deductible. School health services and public health clinics are free of charge.

Read more at www.nav.no under Helsetjenester og Egenandeler.





Psyiskisk helse

IS-1474

Where to seek help

Emergency – call 113
Doctor/Casualty
Support phone: 810 30 030

Useful information

www.psyiskisk.no
www.psyiskishelse.no
www.mentalhelse.no
www.psykopp.no
www.nyinorge.no
www.nakmi.no

Broshures on mental health



Anxiety
IS-1465



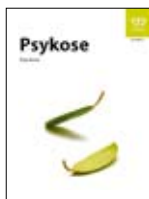
Depression
IS-1466



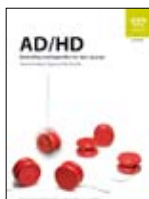
Obsessive Compulsive
Disorders IS-1469



Eating disorders
IS-1470



Psychosis
IS-1471



AD/HD
IS-1468



Legal protection
IS-1467



Mental health care in Norway
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• For young people, IS-1474
• About young children, IS-1473



BUP
• Children, IS-1301
• Young people, IS-1302
• Adults, IS-1303

Brochures can be downloaded at www.psyiskisk.no under Information Material.

This brochure can be found in 'bokmål' and 'nynorsk', the two official languages of Norway, English, Arabic, Farsi, French, Kurdish/Sorani, Polish, Punjabi, Russian, Lappish, Serbian/Croatian, Somali, Spanish, Turkish, Urdu, and Vietnamese.