



#### CONTACT

**Ethnic Resource Team**

##### **Team coordinator**

Naveed Baig  
Mobile phone: 2569 9569  
Office phone: 3545 4206  
naveed.baig@regionh.dk

##### **Student assistant**

Dalia Francies Al Maleh  
Dalm0013@regionh.dk

##### **Academic employee**

Egil Bargfeldt  
Office phone: 3545 4003  
Ebar0017@regionh.dk

REGION

Ethnic Resource Team - Engelsk

Rigshospitalet  
Herlev and Gentofte Hospital  
Bispebjerg and Frederiksberg Hospital  
Amager and Hvidovre Hospital

**Information for patients and relatives**

# Ethnic Resource Team at Copenhagen Hospitals

For in-patients and their relatives with  
ethnic minority backgrounds



Learn more at: [www.ressourceteam.dk](http://www.ressourceteam.dk)

Information for patients and relatives

February 2019

# Ethnic Resource Team at the hospital

**Do you have problems and thoughts that you want to share with another person who knows your ethnic and cultural background and who is bound to secrecy?**

**Do you want to talk to another person about existential and religious matters related to your situation at the hospital?**

**Then the Resource Team might be a possibility for you.**

## What is Ethnic Resource Team?

Ethnic Resource Team consists of 40 men and women of different age and with different ethnic and religious backgrounds. They are selected according to maturity and ability to talk to other people.

The main function of the team is to provide support and care for patients and relatives with a different cultural background than Danish, who find it difficult to navigate the Danish health system and culture.

Seven hospitals in the Copenhagen area support and utilize the resource team.

## What can a resource person do?

A resource person is an interlocutor who has completed several courses in crisis psychology and counselling together with practical training in conversation with people in a critical situation.

A resource person has time and the will to listen and be present. If you need guidance and answers to certain questions, or if you feel lonely the resource person will do what he or she can to help you.

A resource-person has full confidentiality and is entitled not to pass on information to anyone.

## What do you do if you want a resource person?

If you want to talk to a resource person, you can inform the health staff who then will contact us. You may also call us directly.

Please, inform about your age and which language you want the resource person to speak. Your desire to see a representative from your faith community can also be accommodated, for example can an imam, pastor or rabbi be called.

We will then try to respond to your request as soon as possible and send the most suitable resource-person to you. There may, however, be some limitations regarding certain languages and age groups.

