

Patient transport

Information for patients and relatives



This brochure presents the rules that apply to travel to and from healthcare appointments.

The rules apply to everyone who lives in and has their registered address in Region Sörmland and who is a Swedish citizen or a citizen of a country that has a convention with Sweden. The rules also apply to asylum seekers, undocumented migrants and migrants in hiding.

Who is entitled to patient transport?

There are different ways of travelling to and from healthcare appointments. If you can travel by private car or public transport, you are responsible for arranging the travel yourself.

If for medical reasons you cannot travel alone, you have the option of using special public transport.

Your medical state of health determines how you are to travel, and the healthcare staff treating you are responsible for assessing your state of health – medical, physical or mental. A lack of public transport does not entitle you to use special public transport.

To be able to book patient transport via the Booking Centre (*Beställningcentralen*), the healthcare staff must submit a patient transport certificate to the Patient Transport Unit (*Sjukreseenheten*) for registration no later than three days before the date of travel.

Special public transport, patient transport

Always have the following information handy when booking transport:

- Personal identity number
- Telephone number
- Exact address where you are to be picked up/dropped off
- Information about any escort or travel companion
- Any luggage

Book your transport as follows:

- Contact the Booking Centre by calling 020-44 40 00
- You can book or cancel your transport around the clock.
- State the time you want to arrive at your destination. Make sure you leave enough time to get to your appointment.
- In the case of planned healthcare, book your trip in good time, although no more than 14 days before the date of travel.
- It is important that you are ready to depart when the vehicle arrives.

Your travel is coordinated with that of others, so travel time and waiting time may be affected. Travel may be by car or a special vehicle equipped with a ramp and a low floor.



Reimbursement for travel by private car and public transport

Travel within the county is reimbursed when you have more than eight treatment appointments at the same healthcare or dental care facility during a single four-week period. You may also be entitled to reimbursement if you meet the requirements for travelling by special public transport or are entitled to mobility service but travel by private car.

Travel outside the county is reimbursed if you have a valid specialist care referral/payment agreement from Region Sörmland.

To apply for reimbursement, you must submit the original receipts from your appointments and any train/bus tickets to the Patient Transport Unit. We only reimburse appointments attended during the past 12 months.

Any reimbursement is paid to your personal identity number, not your bank account, via the bank with which the region has an agreement. A fee of SEK 50 is charged for a payment that is not redeemed in time and which results in a renewed payment. You are responsible for ensuring that the details are correct. If not, you may be liable to repay the reimbursed amount.

Travel that is not undertaken on the appointment date is only reimbursed if there is a medical reason for travelling on a different day or if it is not possible to use public transport.

Keep in mind that reimbursement for patient transport is always calculated from your registered address

Patient fee

The patient fee is the amount you are to pay yourself. This is deducted from your reimbursement but is covered by the high-cost protection scheme, limiting your maximum outlay to SEK 1,800. This is accumulated as of the first date of travel and for a period of 12 months thereafter.

- Reimbursement for the use of a private car is SEK 1.85 per km and the patient fee is SEK 60 each way
- Reimbursement for bus/train travel is the ticket cost and the patient fee is SEK 60 each way
- Special public transport, patient transport SEK 100 each way
- Travellers requiring two escorts are charged an extra fee of SEK 100 each way

Escorts

If you are over 18 and for medical reasons need an escort, this must always be confirmed by healthcare staff. If travelling by special public transport, this must be confirmed on the patient transport certificate. If travelling by private car or public transport, this must be confirmed on the appointment receipt.

Children under 18 are always entitled to be accompanied by a relative at no extra cost when travelling by public transport or special public transport.

If two escorts/relatives are required for travel to another region, this need must be confirmed by the referring clinic.

Travel to A&E or birth centre

If travelling by private car or regular taxi to A&E, you may be entitled to reimbursement. Travel home by car from A&E is only reimbursed if there is a medical reason confirmed by healthcare staff on the patient receipt. If there is a medical reason for patient transport, healthcare staff will arrange this. Otherwise, you are responsible for arranging and paying for your travel home.

Baby car seats for children up to 6 months are not provided on special public transport.

Emergency healthcare outside the county

Travel reimbursement is provided for travel to the nearest healthcare facility within the region you are currently in. Return travel is reimbursed to the place where the patient transport originated. Travel to your registered address must be arranged and paid for by you and cannot be booked via the Booking Centre.

Cancelled healthcare and treatment

If you have paid for travel for healthcare or treatment that was cancelled by the healthcare provider, the concerned healthcare facility pays the travel cost.



Accommodation outside the county

If you have been allocated accommodation at a patient hotel or a hotel designated by the healthcare facility providing your treatment, you will be invoiced a patient fee of SEK 80 per day. This fee is not covered by the high-cost protection scheme.

Accommodation for any companion requires a certificate from the referring clinic. This certificate is submitted to the Patient Transport Unit before the healthcare appointment. If the patient is under 18, the accommodation is free of charge for the patient and one relative. If there is special reason and the referring clinic has granted accommodation for two relatives, this must be confirmed by a certificate from the clinic.

Travel that is not approved or reimbursed

Travel in connection with:

- Preventive healthcare
- Vaccinations
- Corporate healthcare
- Travel home from birth centre
- Self-discharge
- Elective healthcare
- Travel outside Sweden
- If receipts and/or train/bus tickets are missing
- Travel by taxi to planned healthcare not booked via the Booking Centre

Parking fees and congestion charges are not reimbursed.

If you need medical supervision, you are referred to transport by ambulance.

**Patient Transport Unit
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