

# Travel for healthcare

Information for patients and relatives



In this brochure, you can find the rules that apply to travel for healthcare.

The rules apply to everyone who resides and is registered in Region Sörmland and is a Swedish citizen, or who has their national affiliation in a country that has an agreement with Sweden. The rules also apply to asylum seekers, undocumented individuals, and those in hiding.

## **Different Ways to Travel to Healthcare**

- Private car
- Bus
- Train

If, for medical reasons, you cannot travel independently by private car, bus, or train, there is an option for travel with special public transportation. Your health condition determines how you may travel, and it is the treating healthcare staff that is responsible for the assessment. The absence of general public transport does not entitle you to travel with special transportation.

If you are approved for medical travel, the healthcare provider will issue a medical travel certificate. When travelling with special transportation you pay a fee.

If you need medical supervision, you will be referred for transport by ambulance.

To order a medical trip from the Ordering Center, the medical travel certificate from the healthcare staff must be sent to the Medical Travel Unit at least three days before the scheduled visit.

# **Compensation for Travel by Private Car and Public Transportation**

## **Within Region Sörmland**

Travel within the region is compensated when you have at least nine (9) treatment sessions at the same healthcare facility within a continuous 90-day period.

## **Outside Region Sörmland**

Travel outside the region is compensated when you have a valid specialist care referral from Region Sörmland. The region covers part of the travel cost, and you are responsible for the co-payment. You may also receive compensation if you meet the criteria for travel with special public transport or have transportation services but are traveling by private car.

## **Travel to Emergency or Maternity Care**

You may receive partial compensation for travel by private car or taxi to the nearest emergency or maternity department. For private car travel, you will receive mileage reimbursement minus the co-payment. For taxi travel, we reimburse the cost of the trip minus the co-payment.

## **Emergency Care Outside the Region**

Travel compensation applies for trips to the nearest emergency department within the region you are located in. The return trip is reimbursed to the place where the medical trip started. You are responsible for and must pay for the trip to your registered address, and it cannot be ordered through the Ordering Center. For private car travel, you will receive mileage reimbursement minus the co-payment. For taxi travel, we reimburse the cost of the trip minus the co-payment.

## How to Apply for Compensation?

**1177.se**

- Log in to 1177.se with your BankID
- Under "Other Services," find "Medical Travel - Application for Compensation for Medical Travel"
- Attach receipts for visits
- Attach tickets and receipts for travel by train/bus
- If you do not have BankID, you can send your application to us by regular post.

You can only apply for compensation for trips made within the last 12 months. Compensation amounts less than 100 SEK will not be paid. Instead, you can accumulate several claims and receive a lump sum payment. A fee is charged for payments not collected on time, which leads to a new payment. You are responsible for ensuring the information is correct. If not, you may be required to repay the amount.

### **Cancelled Care and Treatment**

If you incur a travel cost for healthcare or treatment that is canceled by the healthcare provider, the relevant healthcare facility will cover the travel expenses.

## **Special Public Transportation, Medical Travel**

Always have the following information ready when ordering a trip:

- Personal identification number
- Phone number
- The time you need to arrive
- Exact address where you will be picked up/dropped off
- Information about any escort or travel companion
- Any additional luggage, you are allowed to bring one item

### **To order your trip:**

- Call the Ordering Center at: 020-44 40 00
- You can order and cancel your trip at any time, 24/7
- Specify what time you need to arrive at the address. Make sure you have enough time to reach your healthcare visit
- For planned healthcare, book your trip well in advance, at least 14 days before the travel day
- It is important to be ready for departure when the vehicle arrives

The trip is coordinated with other travelers, so travel time and waiting time may be affected. The trip may be made with a personal car or with a special vehicle equipped with a ramp and low entry.

## **Co-payment**

Co-payment is the cost that you are required to pay yourself. When you travel with special transportation for medical reasons, you pay a fee for the trip. If you travel independently by car, bus, or train to your healthcare appointment and are entitled to travel reimbursement, a co-payment, fee will be deducted from your compensation. The co-payment is registered under your high-cost protection for medical travel. The calculation of the high cost protection starts from the first travel day and continues for 12 months.

Co-payments, compensation levels, and high-cost protection are determined annually by the Regional Council in connection with the adoption of goals and the budget. For medical travel with your own car, mileage reimbursement is provided according to the Tax Agency's rate. You can find the established co-payments on [www.1177.se/sormland/sa-fungerarvarden/sjukresor-och-fardtjanst/sjukresor-i-sormland/](http://www.1177.se/sormland/sa-fungerarvarden/sjukresor-och-fardtjanst/sjukresor-i-sormland/)

## **Escorts**

If you are over 18 and, for medical reasons, need an escort during your trip, this must always be approved by healthcare staff in a medical travel certificate . This applies to both independent travel and travel with special public transportation. For admission and discharge from inpatient care, the companion's travel expenses are only reimbursed if pre-approved by a medical travel certificate.

Children under 18 have the right to have an escort at no extra cost when traveling with public and special public transportation. Region Sörmland only approves one person as an escort. If further assistance is needed, the person is considered a travel companion and must pay the fee for the trip.

## **Accommodation Outside the Region**

If you need accommodation, you must contact the referring healthcare unit in Region Sörmland before the visit. The referring healthcare unit must issue a certificate for this. This also applies to the accommodation of the escort. You will pay the co-payment for the number of nights you stay. After your stay, you will be invoiced for your co-payment. The fee is not included in the high-cost protection. The region covers the cost of a single room, and the patient is responsible for any additional costs.

- **Patients over 18:** The escort pays for their share of the double room at the hotel
- **Patients under 18:** The accommodation is free for the patient and one family member

## **Travel Not Approved or Compensated**

- Preventive healthcare
- Vaccinations
- Occupational health services
- Return trip from emergency or maternity care
- Return trip due to acute illness in another region
- Self-chosen leave
- Free choice of care (choice of provider) and free choice of aids (choice of provider)
- General referrals for out-of-region care from hospitals, healthcare centers, private doctors, or opticians
- Private healthcare providers without agreements with Region Sörmland
- Travel outside Sweden
- Missing receipts, train/bus tickets
- Taxi travel to planned care not ordered through the Ordering Center
- Parking fees and congestion charges are not reimbursed

## Contact information

### Ordering Center

Service Center for Special Public Transportation

Phone: 020-44 40 00, open 24/7 for booking

### Medical Travel Unit

Postadress:

Mälarsjukhuset

631 88 Eskilstuna

Phone 0155-24 73 57

Monday to friday 09.30-11.30, 13.00-14.30

Email: [sjukreseenheten@regionsormland.se](mailto:sjukreseenheten@regionsormland.se)

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For more information about medical travel



*information online about medical  
travels*

