

Welcome to Region Jämtland Härjedalen!

Information for you who have just arrived in Sweden and Jämtland or Härjedalen and need to get in touch with healthcare or dental care.

When you come here as an asylum seeker or newcomer, you are offered a free health examination

The health examination is done as soon as possible after you have arrived in Sweden. If you are stateless or living in hiding, you are also entitled to a free health examination. At the health examination, you get to see a doctor or nurse. You will be given an opportunity to talk about your health, and tests will be carried out to see if you have any communicable diseases. The health examination is done so that you can get the care and treatment you need. You will also be given information about how the health service works. **The health examination is performed by the health centre you belong to.** You will receive an offer by post with a time for your health examination. You can also call your health centre to book an appointment yourself if you have not received an offer and have not done a health examination before.

The right to health care and dental care

Asylum-seeking adults, older than 18 years, are entitled to emergency medical and dental care, maternity care, childbirth care, contraceptive counselling, abortion, care according to the Infection Control Act, and care that doctors or dentists deem may counteract a more serious illness. The fee for medical care must be paid according to a special price list, lower than normal patient fees.

Asylum-seeking children and young people under the age of 18 are entitled to the same free medical care and dental care as all children living in Sweden.

If you have been granted a residence permit, you are entitled to medical care and dental care on the same terms as all Swedish citizens. Care is provided based on the assessed need for care and for municipal residents at an established regular fee. For remaining residents in the Swedish Migration Agency's accommodation, the same fee applies as for asylum seekers when presenting an LMA card. Medical care is provided free of charge until the child reaches the age of 18. Dental care is free of charge up to 23 years of age, thereafter according to the current dental care rate.

If you cannot make an appointment for a medical or dental visit, you must cancel well in advance, otherwise you will have to pay a fee even if you have not been there.

If you need an interpreter

You always have the right to an interpreter when you are in contact with healthcare and dental care. It is important that you arrive at the health centre, hospital or dental care in good time, as the interpreter is booked for your visit at that particular time.

Confidentiality

Healthcare professionals and interpreters have a duty of confidentiality. This means that they do not disclose information about you to any other person or authority without your permission.

When you seek medical care, dental care or buy prescription medicine

If possible, always bring an ID card, ID document from the tax office, asylum receipt, LMA card or a passport that proves your identity.

If you do not have a Swedish social security number, you will receive a reserve number the first time you seek care in Jämtland Härjedalen Region. You must save this number and take it with you when you next seek care. If you have lost your backup number, enter your name and date of birth again.

Travel to and from healthcare

You are responsible for your own journey to and from healthcare and dentistry. When you travel to and from healthcare, you should primarily choose to travel by bus, train or private car. You can receive compensation for some of your travel expenses afterwards. Save your receipts and ask for a medical travel form from the healthcare provider.

Read more about the compensation at <http://ltr.se/fardtjanst-sjukresor/sjukresor/>

If, for health reasons, you find it difficult to get to or from healthcare, you may sometimes be entitled to a taxi ride. The healthcare professional will assess who is sick enough to need a taxi to or from healthcare. A relative may only travel with you in the taxi if the healthcare professional has judged that you are so ill that you need the relative's help and care. You pay the fee to the taxi driver before the trip begins.

You are responsible for arranging the trip back to your home by bus, train or private car unless the medical staff says otherwise. This also applies if you arrived for medical treatment by taxi or ambulance.

If you need advice on health care

If you call the telephone number 1177, you can talk to a nurse. The nurse can answer questions, give you advice, assess whether you need care and in that case help you further. You can call 1177 at any time of the day.

If you want to search for health care information yourself

At www.1177.se there are texts about diseases, ailments, examinations and treatments. Many of the texts have been translated into different languages.

Are you ill or have problems with your health?

If you have problems that do not require immediate care in a hospital, you should seek help at the health centre. The health centre is open between 08.00 and 17.00 every weekday. To see a doctor or nurse, you must make an appointment. There are health centres that offer open clinics at certain times of the week.

Contact information for your health centre/public dental care:

If you become seriously ill or injured

If you suddenly suffer from a serious illness or injure yourself in an accident, you should go to the emergency department at Östersund Hospital. The emergency room is open 24 hours a day, every day.

The telephone number for emergencies is 112.

112 is an emergency number and may only be used if there is a danger to life.

If you are an asylum seeker and are admitted to Östersund Hospital, it is very important that you or one of the staff notify the Swedish Migration Board.

If you have pain in your teeth

If you need emergency dental care (if you have a fever, swelling, pain or a blow to the mouth), you should call the National Dental Service's emergency number 063-15 33 00. To see a dentist or dental nurse, you must book an appointment.

If you need to talk to someone

For mild mental problems, contact your health centre. These can be problems such as difficulty sleeping, anxiety or reactions to crisis and grief.

If you feel very mentally ill and need immediate help, you can contact the psychiatric emergency department at Östersund Hospital. Telephone number: 063-15 32 50

You can always call 1177 to help you get in touch.

If you are or become pregnant

Pregnancy tests are available at pharmacies and in many stores. Contact your health centre as soon as you know you are pregnant. At the health centre, there is maternal health care/midwife clinic. You have the right to have regular check-ups with a midwife. If necessary, contact a doctor. You get information before the birth, care during the birth and checks of you and the baby after the birth. You can also get advice on contraception. You do not have to pay a fee for this care.

Abortion

According to Swedish law, the woman herself decides whether she wants to have an abortion or not. You can contact the health centre or call 1177 who can help you further. Women who want advice on abortion can book an appointment at the Abortion Clinic at Östersund Hospital. The appointment is booked at the Women's Clinic, telephone number 063-15 39 30 or 063-15 35 93.

The child care centre

At Barnavårdscentral Child Health Centre, BVC, children aged 0–5 are offered regular booked visits with examinations and vaccinations. There, the children's development and health are monitored. You as a parent receive support and advice. It is free and voluntary to go to BVC. All children who attend BVC receive booked visits at special ages. If you as a parent have questions about your child or questions about being a parent, you can contact BVC whenever you want.

Medicine

The medicine you as an asylum seeker have been prescribed can be bought at the pharmacy at a lower price. You pay the full price for all other non-prescription medicines and products.

High-cost protection

For those of you who have a residence permit, there is a high-cost protection for both medical travel, medical care and pharmaceutical costs.

Asylum seekers can apply for a special grant from the Swedish Migration Board for costs that you cannot receive compensation for elsewhere. Save all receipts you receive when you visit healthcare or dental care, buy prescription medicine or go on sick leave. The Swedish Migration Agency can give you more information.