

## Welcome to Region Jämtland Härjedalen!

*Information for those that have recently arrived in Sweden and Jämtland or Härjedalen, and need to be put in touch with health care providers or dental care providers.*

[www.regionjh.se](http://www.regionjh.se)  
063-14 75 00

### When you arrive here as an asylum seeker or recent arrival, you are offered a free health check

The health check is done as soon as possible after you arrive in Sweden. If you are here illegally, or if you live in hiding, you are also entitled to a free health check. You'll see a doctor or nurse. You'll talk about your health, and be offered testing to see if you have any contagious diseases. **The health check is performed so that you can get the care and treatment that you need.** You'll also get **information about how the health care system works.** The health check is performed by the **Unit for Asylum and Refugee Health.**

You'll be offered a health check appointment via mail. You can also call 063 14 23 60 to book an appointment yourself if you haven't received a letter, and haven't had a health check previously.

### Right to health care and dental care

**Asylum-seeking adults**, over the age of 18, are entitled to emergency health and dental care, maternity care, delivery care, contraception advice, abortions, care as per the Communicable Diseases Act, and care that a doctor or dentist deems capable of preventing a more serious condition. Fees for health care are to be paid as per a special price list with lower than normal patient fees.

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

If you have been granted a **residence permit**, you are entitled to health care and dental care in the same way as all Swedish citizens. Care is given based on the assessed need for care, and for those placed in municipalities, at the set, normal cost. For those still living in the Migration Board's homes, the same fees apply as for asylum seekers, if you show your LMA card. Free health care is provided until a child turns 18. Dental care is free until the age of 21, after which point the current dental care rates apply.

If you can't make it to a health care or dental care appointment, **you have to cancel it well in advance**, or you'll have to pay the fee even if you didn't come.

## If you need an interpreter

You are always entitled to an interpreter when in contact with health care and dental care providers. It's important to arrive to the health centre, hospital or dental care provider well in advance, as the interpreter is booked for the exact appointment time.

## Professional secrecy

Health care staff and interpreters are bound by professional secrecy. This means that they don't pass information about you on to any other person or authority without your permission.

## When you seek health care, dental care, or buy prescription medication

If possible, **always bring** an identity card, identity document from the Swedish Tax Agency, asylum receipt, LMA card, or passport to prove your identity.

If you don't have a Swedish personal identity number, you'll get a reserve number the first time you seek care in Region Jämtland Härjedalen. You should save this number and bring it the next time you seek care. If you lose your reserve number, you should state your name and date of birth again.

## Travelling to and from your health care appointment

You are responsible for your travel to and from your health care or dental care appointment. When you travel for health care, you can choose to travel by bus, train or car. You can be reimbursed for part of the travel cost retrospectively. Save your receipts, and ask for a health care travel form from the health care provider.

Read more about the reimbursement on <http://ltr.se/fardtjanst-sjukresor/sjukresor/>

If you struggle to get to and from the health care appointment for health reasons, you can sometimes be entitled to travel by taxi. **Care staff will assess who is sick enough that they need to travel by taxi to or from a health care appointment.** A family member or friend can only go with you in the taxi if care staff have assessed that you are so sick that you need that person's help and care. You'll pay the fee to the taxi driver before the beginning of the journey.

**You are responsible for organising the travel back to your home** by bus, train or car, unless care staff say otherwise. This applies even if you arrived by taxi or ambulance.

## If you need health care advice

If you phone 1177, you'll get to talk to a nurse. The nurse can answer questions, give advice, assess whether or not you need care, and if so, help you further.

**You can call 1177 at any time of day.**

## If you want to look for health care advice yourself

You'll find texts about conditions, problems, examinations and treatments on [www.1177.se](http://www.1177.se)  
Many of the texts have been translated into other languages.

### **Are you sick or having health problems?**

If you have problems that don't require immediate hospital care, you should seek help at the health centre. The health centre is open from 8.00 a.m. to 5.00 p.m. on weekdays. To see a doctor or nurse, you have to book an appointment. There are health centres that offer open clinics at certain times during the week.

Contact details for your health centre/Swedish Public Dental Service clinic:

### **If you suddenly become sick or injured**

If you are suddenly struck by a serious disease, or are injured in an accident, you should go to A&E at Östersund Hospital. A&E is open 24/7, every day. Emergency phone number: 112. 112 is an emergency number, and should only be dialled if there is a danger of death.

If you are an asylum seeker, and are admitted to Östersund Hospital, it's very important that you or a staff member informs the Migration Board in Östersund. The Migration Board's phone number is 010-485 54 18.

### **If you have a toothache**

If you need emergency dental care (if you have a temperature, a swelling, are in pain, or have received a blow to the mouth), you should call the Swedish Public Dental Service's on-call number, 063-15 33 00. To see a dentist or dental nurse, you have to book an appointment.

### **If you need to talk to someone**

In case of mild mental health problems, please contact your health centre or unit for asylum and refugee health. This can concern problems such as difficulties sleeping, anxiety, and reactions to crisis or grief.

If you are very mentally unwell, and need immediate help, you can contact the psychiatric emergency clinic at Östersund Hospital. Phone number: 063-15 32 50.

You can always call 1177 to get help with contacts.

### **If you are or get pregnant**

You can buy pregnancy tests from pharmacies and many shops. Contact your health centre as soon as you find out that you are pregnant. The health centre has a maternity/midwife clinic. You are entitled to regular checks with a midwife. If necessary, you will be put in touch with a doctor. You'll get information ahead of the delivery, care during delivery, and you and your baby will be checked over following the delivery. You can also get contraception advice. You don't have to pay a fee for this care.

## Abortion

Swedish law says that the woman decides whether or not she wants to have an abortion. You can contact the health centre, or dial 1177, where you'll get further help.

Women who want advice about abortions can make an appointment with the abortion clinic at Östersund Hospital. The appointment is booked with a welfare officer at the women's clinic, phone number 063 15 39 30 or 063 15 35 93.

## Paediatric health centre

At the health centre's paediatric centre, BVC, children aged 0 – 5 are offered regular appointments with examinations and vaccinations. The children's development and health are monitored. You, the parent, can get support and advice. Attending BVC is free and voluntary. All children who attend BVC have appointments booked at specified ages. If you have questions about your child or about being a parent, you can contact BVC whenever you want to.

## Medication

If you are an asylum seeker and are prescribed medication, you can buy it at a pharmacy at a lower price. You have to pay the normal price for all other over-the-counter medicines and products.

## High-cost protection

For those with a **residence permit, high-cost protection for health care travel, and costs for health care and medication applies.**

Asylum seekers can apply for special subsidy from the Migration Board for costs that they can't be reimbursed for from anywhere else. Save all receipts from when you visit a health care or dental care provider, buy prescription medication or travel for health care. The Migration Board can give you more information.