

Patient travel

Information and rules for people who need to travel to obtain healthcare

Patient travel

You are entitled to receive reimbursement for travel to or from healthcare providers in Kronoberg County. This applies to all healthcare services run by the county council and services run by private healthcare providers who have an agreement with the county council.

Your first choices of transport should be bus, train or your own car. The county council would prefer you to travel by bus or train as this is better for the environment.

If necessary, you can order an adapted transport service vehicle, for example one that has a ramp or can accommodate a patient lying down. Use of such a vehicle costs SEK 100.

To receive reimbursement, you must keep your receipt from your healthcare visit. The healthcare provider will need to stamp the receipt and put a tick/cross next to your chosen mode of transport.

If you have received a referral for healthcare that you need and that is not located within the county, you can in some cases be reimbursed for the trip.

If you have any questions, call Serviceresor on 0470 194 04.

If you travel by bus

On the way there, show the bus driver your letter of referral summoning you to your appointment. On the way home, show the driver your receipt from the healthcare provider. This will enable you to travel free of charge.

If you do not have a letter of referral, you must buy a ticket for your bus journey and save it. Tell the bus driver you would like a ticket (i.e. an actual physical ticket) before you pay. Also keep your receipt from the healthcare provider and ask the staff there to stamp it.

Send your bus ticket and receipt to Serviceresor and you will receive your money back for the ticket.

If you paid for your bus ticket in cash, the SEK 20 surcharge for cash tickets will not be included in your reimbursement. If you pay using a credit or payment card or the county transport company's travel card (*länstrafikens resekort*), you won't have to pay the extra SEK 20.

If you travel by train

If you travel by train, you must always buy your ticket yourself, and to qualify for reimbursement, the ticket must be in second class.

Send your ticket and your receipt from the healthcare provider to Serviceresor and you will receive your money back for the ticket.

If you travel in your own car

You must pay for the first 84 km of the car journey yourself. This applies to both the journey to your healthcare appointment and the journey home. This is your own contribution and is called *egenavgift* in Swedish.

If you drive further than 84 km, you will receive SEK 12 in reimbursement for each extra 10 km driven.

Save your receipts from the healthcare provider even if your journey is shorter than 84 km. You may need the receipts later in order for you to qualify for a cost exemption card, *frikort*.

You can travel by car free of charge if you live far away from a bus stop and have to travel by car to and from the bus stop. However, this only applies if the bus journey is longer than the car journey. If you are not sure whether this applies to you, ask Serviceresor by calling them on 0470 194 04.

Travelling by adapted transport service vehicle

If necessary, you can order an adapted transport service vehicle, for example one that has a ramp or can accommodate a patient lying down. You must pay a contribution, *egenavgift*, of SEK 100 to use this service. Bring cash, a payment card or a credit card with you and pay directly in the vehicle. Save the receipt – you will need it if you apply for a cost exemption card, *frikort*.

Book your journey by calling Serviceresor on 0775 77 77 00. You must ring and book the journey before 15:00 on the weekday before you want to travel to your healthcare provider. You book your journey home after your healthcare visit.

The Linnéan bus to Malmö or Lund

On weekdays a special bus called Linnéan travels between Växjö, Lund and Malmö. The bus is extra comfortable and includes a lift, wheelchair space, and space in which to transport patients lying down.

You can travel free of charge on the Linnéan bus if you have a valid letter of referral for healthcare in Malmö or Lund.

Book your journey by calling Serviceresor on 0775 77 77 00. You must ring and book the journey before 15:00 on the weekday before you want to travel.

If you travel as a patient outside Kronoberg County

You may be entitled to reimbursement for your journeys if you obtain healthcare outside Kronoberg County. If you yourself decide to obtain healthcare outside Kronoberg County you must pay your travel costs yourself.

If you have any questions, call Serviceresor on 0470 194 04.

How to get your money back

When you have travelled by bus or train, send your healthcare receipt and the tickets from your journeys.

If you took your own car, you only need to send in the receipt from the healthcare provider.

Send these documents to:

Serviceresor

Videum

351 96 Växjö

The receipts must not be more than one year old.

High-cost ceiling

You will never need to pay more than SEK 1,800 for patient travel in a 12-month period. When you have paid SEK 1,800 you can obtain a cost exemption card, *frikort*.

You must save your receipts yourself and send them to Serviceresor. The free card is valid for the remainder of the 12-month period.

If your journey is delayed

Serviceresor has a travel guarantee. If your journey is delayed so that you arrive at your healthcare provider more than 20 minutes late, you may not have to pay your own contribution, *egenavgift*.

You apply for reimbursement for a delayed journey by filling in a form. Call 0775 77 77 00 to order the form. You must have sent in the form within 30 days of the delayed journey.

The travel guarantee does not apply if the delay is due to accidents, extremely bad weather or strikes/industrial action.

More information about patient travel

If you have any questions about patient travel you can call us at Serviceresor on 0470 194 04. We answer the phones from Monday to Friday between 08:00 and 12:00. If you would like to visit us, our address is PG Vejdes väg 15 in Växjö.

You can also contact us by email: sjukresor@rfss.se.

The postal address (for sending in receipts, etc.) is:

Serviceresor
Videum
351 96 Växjö

If you have questions about when the buses run, you can phone the customer centre, *Kundcenter*, on 0771 76 70 76.

If you want to book patient travel using an adapted transport service vehicle, call 0775 77 77 00.

Comments and feedback to Serviceresor

If you would like to submit comments or feedback to Serviceresor, call 0775 77 77 50 from 07:00 to 19:00 on weekdays and 08:00–18:00 on weekends and public holidays.

You can also contact us by email: serviceresor@rfss.se.