



REVISED 2019-08-19

# Patient transport in Dalarna

Travel by bus to the doctor  
Free • Simple • Comfortable



**Dalatrafik is by commission of the County Council of Dalarna responsible for answering all questions regarding patient transport to and from your health care visit. Dalatrafik administrates applications and determines reimbursements.**

## **WHAT IS A PATIENT TRANSPORT?**

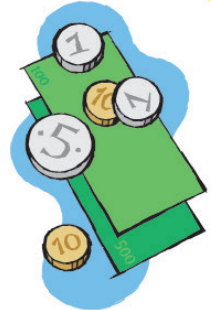
We reimburse patient transport to care units financed by the County Council or such private care givers that are contracted by the county council. The most common is a visit to a doctor, dentist or physio therapist. Compensation will be made for the shortest distance between your registered home address and the hospital or health care center that you're registered at, or to a dentist within your municipality according to the regulations of the County Council.

## **TRAVEL THAT ARE NOT ELIGIBLE FOR COMPENSATION/REIMBURSEMENT**

You will not be compensated if you choose health care from another County Council or Region according to the Law of national freedom of choice.

You will also not get compensation for journeys to and from:

- general medical examinations such as mammograms, gynecological health checks, health certificate, vaccination
- antenatal care and pediatric healthcare
- preventative physical therapy
- a private optician
- a hair dresser (for fitting a wig or a toupee)
- for care and treatment paid for by your private health insurance



## **WHO IS ELIGIBLE FOR COMPENSATION/REIMBURSEMENT?**

If you have a national registration address you may be eligible for reimbursement after your patient transport according to the regulations of the County Council.

If you're seeking asylum and have a valid LMA-card (the law of receiving asylum seekers, Lagen om Mottagande av Asylsökande) you may be eligible for reimbursement after your patient transport according to the regulations of the County Council.

## **YOUR RESPONSIBILITY**

It's always your own responsibility to get to your medical appointment at the set time. If the appointment doesn't comply with the bus or train tables, then try to change your appointment.

## **PATIENT TRANSPORT BY BUS OR TRAIN**

You will be compensated when you have travelled by public transport, which means by bus or train. When you travel with one of the Dalatrafik buses or trains operated by Tåg i Bergslagen to the hospital or health care center you travel free of charge if you show your appointment confirmation letter with the same date as your travel. When your appointment is over you just have to show the receipt from your appointment.

If you don't wish to show your appointment confirmation letter to the driver/train attendant, or if you don't have an appointment confirmation letter you can pay for the ticket and then later send the ticket along with the receipt from your appointment to Dalatrafik and you will be fully reimbursed.

If you choose to pay for your train ticket you can send your ticket along with the receipt from your appointment to Dalatrafik and you will be fully reimbursed.

If you will be going for several treatments during a longer period of time, you can book a season ticket through the booking Centre/Dalatrafiks BC that will be valid for all patient travel. Your doctor must always attest your treatment period.

If you travel by another bus company than Dalatrafik or by train other than Tåg i Bergslagen you have to pay for the ticket yourself first. Then you can send the tickets and receipts from your appointments to Dalatrafik for a full refund. You will only be reimbursed for travelling by 2nd class.

### **PATIENT TRANSPORT BY PRIVATE CAR WITHIN THE COUNTY OF DALARNA**

Compensation per kilometer when travelling by private car will be made for whatever part of the journey that exceeds 55 kilometers one way from your home address to a health care unit.

Patient transport by private car is only reimbursed if there is no public transport available, that is, if the distance between your home and the nearest bus stop is more than 3 kilometers and the nearest town with a bus or train station is more than 20 kilometers away.

You are obliged to accept arriving for your appointment up to two hours ahead of time with public transport.

If you have to wait more than two hours after your appointment until there is public transport available from the nearest bus or train station for your return trip you may be eligible for compensation for using a private car.

If your journey one way by public transport takes more than one hour longer, including transfer, than what it takes travelling by private car according to the National road data base you will be reimbursed for travelling by private car.

The time for travelling by public transport does NOT include the time it takes to get to the nearest bus stop within 3 kilometers from your home. The time for travelling by public transport also doesn't include the time it takes to get to the nearest bus or train station within 20 kilometers from your home.

When you're not able to use public transport due to temporarily or definite disabilities you may be eligible for compensation for travelling by private car if authorized personnel at the health care unit that you have visited attest your medical need for patient transport by private car.

You will not be reimbursed for parking, toll or other fees.

Compensation for patient transport by private car is not possible in any other cases than the ones stated above.

Applications for compensation due to journeys shorter than 55 kilometers will be rejected and not returned.

## **PATIENT TRANSPORT BY PRIVATE CAR OUTSIDE THE COUNTY OF DALARNA**

If you're referred to a specialist or by the health care guarantee to a hospital outside of Dalarna, you may get compensation for traveling by public transport, which means by bus or train, regardless of how long the wait is for public transport, how long it takes to travel by public transport or how far the nearest bus och train station is. The original train and bus ticket must always be included in the application.

When you're not able to use public transport due to temporarily or definite disabilities you may be eligible for compensation for travelling by private car if authorised personnel at the referring health care unit in Dalarna attest your medical need for patient transport by private car.

You will not be reimbursed for parking, toll or other fees.

Compensation for patient transport by private car is not possible in any other cases than the ones stated above or on the previous page.

## **PATIENT TRANSPORT BY TAXI/WHEELCHAIR ACCESSIBLE TAXI WITHIN DALARNA**

Patient transport by taxi is above all a service provided för persons with disabilities or with other medical reasons for not being able to use public transport. When you need to travel by taxi/ wheelchair accessible taxi authorised personnel at the health care unit that you have visited must attest on the application form that you're not able to use public transport due to medical, physical och psychological reasons. This applies to all patient transport to and from health care facilities, with the exception of patients that are 85 years of age or older.

***It's always the health care unit that you've visited that assesses the need and decides if you may travel by taxi/wheel chair accessible taxi by cost of the County Council.*** If the booking Centre/Dalatrafiiks BC books a taxi on your behalf and the health care unit that you've visited does not grant you patient transport by taxi/wheel chair accessible taxi you will receive an invoice for the whole amount, minus the individual contribution. Exceptions from this rule are made if the booking Centre/Dalatrafiiks BC determines that public transport wasn't available at the time.

When you travel by taxi/wheel chair accessible taxi you're obliged to accept traveling with others even if this means another route and longer travel time. You must also accept that the journey is made at times and with vehicles that the booking Centre/Dalatrafiiks BC has available. No exceptions are made from these rules.

Book your journey through the booking Centre/Dalatrafiiks BC well ahead of time for your appointment! If you book your trip any other way you will have to accept the total cost. You are responsible for sending your patient travel certificate "Ansökan om sjukreseersättning" for your journey with taxi/wheelchair accessible taxi, to Dalatrafiik no later than 10 days after the day of the actual journey. If you do not send in a form that certifies your journey by taxi/wheelchair accessible taxi you will receive an invoice for the whole amount, minus the individual contribution.

## **PATIENT TRANSPORT BY TAXI/ WHEELCHAIR ACCESSIBLE TAXI OUTSIDE OF DALARNA**

If you need to travel by taxi/ wheelchair accessible taxi to your appointment outside of Dalarna, the referring health care giver in Dalarna must certify the need, before any booking of patient transport can be made.

### **SEND YOUR APPLICATION FORM TO:**

Dalatrafik Sjukresor  
Box 833  
78128 Borlänge  
Mark the envelope »TAXI«.

### **COMMENTS**

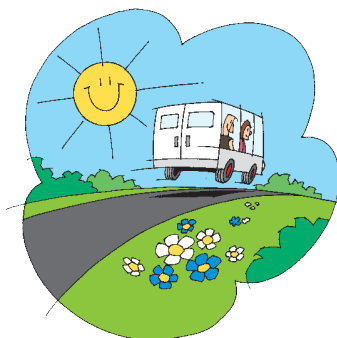
If you want to comment on your patient transport made by taxi/wheelchair taxi booked through the booking Centre/Dalatrafik BC, contact customer services by phone: +46 774 44 00 10 or ask the driver for a comment card ("Tyck till") that you can send free of postage to Dalatrafik, Trafikadministration, Sjukresor.

## **PATIENT TRANSPORT BY SPECIAL PATIENT BUS, SJUKRESELINJEN**




To and from the Academic hospital in Uppsala and the Löwenströmska hospital in Upplands Väsby there is a special patient bus, Sjukreselinjen. You travel free of charge with this bus. You book your journey through the booking Centre/Dalatrafik BC the day before your trip, 6 pm at the latest.

The special patient bus, Sjukreselinjen, runs every weekday, Monday - Friday:




Mora Lasarett - Mora resecentrum - Rättvik - Leksand - Djurås - Borlänge - Falun - Hedemora - Avesta - Akademiska sjukhuset - Löwenströmska Upplands Väsby.



## REIMBURSEMENTS

Mode of transport	Reimbursements
Bus 	The cost of the ticket
Train 	The cost of the ticket (2:nd class)
Private car (regardless of number of passengers) 	1,85 SEK per kilometer for that part of the journey that is more than 55 kilometers one way

## INDIVIDUAL CONTRIBUTION

Mode of transport	Individual contribution per one way
Special patient bus/Sjukreselinjen 	No fee
Taxi/wheelchair taxi 	150 SEK <sup>1</sup>
Airplane 	100 SEK

1) You pay your individual fee to the driver and get a receipt.

## HIGH COST PROTECTION SCHEME

You don't have to pay more than 2400 SEK by individual contribution fees during a 12 month period. The registration or your individual contribution fees is automatic so you don't need to send any receipts to Dalatrafik.

## **APPLYING FOR COMPENSATION/REIMBURSEMENT**

When you have paid for train or bus tickets or have the right to be reimbursed for using your private car according to the regulations, you may be entitled to compensation if you send in an application form with details about your patient transport. You can collect the form at the health care center or hospital when you're there for your appointment. You will not be compensated for journeys that took place more than 12 months ago.

Observe! When you apply for reimbursement you must always include your patient receipt or something that validates your appointment, original tickets and if your asked to a copy of a valid referral.

## **PAYMENT**

We will reimburse you via bank. Amounts under 50 SEK will not be paid.

### **Send application, tickets and patient receipts to:**

Dalatrafik, Sjukresor, Box 833, 78128 Borlänge

We don't redeem letters without a stamp.

## **GOOD TO KNOW**

### **Attendant/companion**

If you need assistance on your journey, one attendant/companion can accompany you without individual cost. But you have to have a certificate for this from your health care provider. If you're under 20 years old you may bring a parent without a certificate. Your attendant/companion must get on and off the transport at the same place as you do.

### **National freedom of choice**

When you choose to get your medical treatment and care by another county council than Dalarna after referral due to national freedom of choice, you will have to pay for your own travel expenses.

### **Specialist health care provided by another County Council and health care guarantee**

If you're referred to a specialist or are subject to health care guarantee to a hospital outside of Dalarna, you may be compensated when using public transport, bus or train. To be able to travel by Taxi/Wheelchair accessible taxi, alternatively get compensated for traveling with a private car, you need to have a certificate of your medical needs from the health care unit in Dalarna that wrote the referral.

### **Acutely ill outside of Dalarna**

If you fall acutely ill outside of Dalarna you will get compensation for patient transport to the nearest health care unit in the county where you are. You will not be compensated for the journey back home.

### **Patient transport by airplane**

Patient transport by airplane is only permitted after a special certificate made out by the referring health care unit i Dalarna.

## **IF YOU WANT TO KNOW MORE**

If you want more information about compensation for patient transport, write to:

Dalatrafik, Sjukresor

Box 833

781 28 Borlänge

You can also get information via email. Write to [sjukresor@dalatrafik.se](mailto:sjukresor@dalatrafik.se)

or call +46 243 31 80 05, Monday – Friday between 10–12.

For information about bus or traintables in Dalarna, contact the customer services of Dalatrafik, +46 774 95 95 95 or visit our website [www.dalatrafik.se](http://www.dalatrafik.se)

You can book special patient bus and patient transport by taxi/wheelchair accessible taxi through the booking Centre/Dalatrafik's BC at phone number +46 774 44 00 00.

## **WHEN YOU BOOK YOUR PATIENT TRANSPORT THE BOOKING CENTRE/DALATRAFIKS BC WANTS TO KNOW:**

- Your personal ID number and phone number
- If you by medical reason cannot travel by public transport
- Your home address
- What health care unit you're going to
- What time you need to be at your care visit
- If you have an attendant/companion with you
- If you need any special service
- If you're bringing any aid



**DALATRAFIK**

Dalatrafik - Kollektivtrafikförvaltningen

Sjukresor, Box 833, 781 28 Borlänge

Phone +46 243 318005. Fax +46 243 318183

Telephone Monday – Friday 10–12

[sjukresor@dalatrafik.se](mailto:sjukresor@dalatrafik.se)

[www.dalatrafik.se](http://www.dalatrafik.se)