



Sickness travel in Skåne

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What is sickness travel?

Sickness travel is travel to or from a health care centre, and is awarded for travel to or from a registered home address in Skåne.

There are various means of sickness travel. In the first instance, you travel on public transport. Sickness travel can also be by private car within Skåne. The means of transport that is the safest, most cost-effective and has the least impact on the environment must be chosen in the first instance. In the event of a clash of these three objectives, traffic safety and the environment should be prioritised.

If you are unable to travel by bus, train or car because of your health condition, there is also the option of travelling by a service travel vehicle. The health care centre that is familiar with your health condition needs to issue a sickness travel certificate for this. This is done by registered personnel from a publicly funded health and medical care centre within the Skåne Region or Skåne's municipalities. You do not need to be entitled to use the mobility service to be entitled to sickness travel on a service travel vehicle.

Who is entitled to sickness travel?

You are entitled to sickness travel if you

- have a registered home address in Skåne.
- are a citizen of another EU country or Norway, Iceland, Liechtenstein or the United Kingdom, and are staying in Sweden temporarily.
- are a Swedish citizen who is resident abroad and entitled to health care benefits.
- are an asylum seeker and undocumented



When is sickness travel valid?

You are entitled to sickness travel when

- travelling for the purpose of admission and discharge, out-patient visits within the Skåne Region's publicly funded health, medical and dental care centres.
- travelling to and from short-term accommodation provided by your home municipality, if the journey is from or to a health care centre. I.e., travel that is not sickness travel between different short-term accommodation facilities in the municipality.
- trying out, adapting and collecting aids.

You are not entitled to sickness travel for

- a medical examination, mammography or smear test.
- occupational health care and preventive health care.
- the attendant's journey home when you have been admitted to hospital.
- repair of aids.
- holiday travel, travel for consultations or moving home within Skåne.
- the transportation of goods or service travel.

Sickness travel by bus or train

When travelling on Skånetrafiken's buses and trains, you pay the usual public transport fares.

At Skånetrafiken we adapt buses, trains, stations and bus stops to enable passengers with disabilities to travel with us.

Buses are equipped with low steps and platforms that are adapted to the height of the bus stops, to make it easy for you to get on and off the bus.

Trains have low-level carriages with steps at the same level as the platform, to facilitate boarding and alighting. There are spaces for wheelchairs, Zimmer frames and other aids on all buses and trains. Train drivers and attendants are there to help you if necessary. Hearing loops are available on most trains and buses.

There are direction arrows and markings on platforms and at bus stops. You can book station attendant services if you need help finding your way or carrying your luggage. You may have a maximum of two bags with you.

Contact details for sickness travel can be found at the end of the brochure.

Sickness travel by private car or taxi

If you use a private car, you will be compensated per kilometre. Compensation is paid at a rate determined after deduction for social contributions. The deduction for social contributions is made per car, and compensation is paid for the fastest route. You will not be compensated for parking charges, bridge tolls, congestion charges or other charges. Please note that compensation for car usage is not paid if the journey is made outside Skåne.

Compensation for travel by taxi is only paid if the journey is an emergency journey to a casualty department. The travel must be confirmed by original taxi receipts and certificates from the health care centre, clearly showing that it is an emergency visit.



Sickness travel with Service Travel

Service Travel is a collective name for sickness travel and the mobility service for which service travel vehicles are used. A service travel vehicle can be a passenger car or a special vehicle, depending on what kind of need and sickness travel certificate you have. All of Skånetrafiken's service travel vehicles are individually adapted and provide transport and service during your journey. If your medical condition does not enable you to travel by bus, train or private car, registered health care staff in the Skåne Region or Skåne's municipalities will issue a sickness travel certificate to corroborate your sickness travel.

Once you have your certificate, you can book your sickness travel via the service travel booking centre. You can also obtain details here of the cost of your sickness travel. There are exceptions if you are over the age of 85. You will then be entitled to sickness travel within Skåne by service travel vehicle without this having to be corroborated by a sickness travel certificate.

Sickness travel on service travel vehicles is part of the public transport service, and means you travel together with other passengers unless the sickness travel certificate entitles you to something else. Therefore, unlike travel by taxi, you don't always take the shortest route to your destination either.

Please note that you must always be able to show ID in the service travel vehicle. You pay social contributions based on a set rate for sickness travel, and via invoice from the Skåne Region.



General assistance

The driver will always give you general assistance, which means that the driver

- picks you up and drops you off through a gate at ground level.
- helps you in and out of the car, assists you with your seatbelt, and secures your Zimmer frame and other aids.
- helps to get aids and luggage in through the ground level gate.

You may also be entitled to special assistance. This means you are collected and left outside the front door to your home, block of flats, department, etc. The driver will not assist you inside your home, and you are responsible for locking and unlocking the main entrance door. The health care centre determines whether you are entitled to special assistance, on the basis of your health condition.

Attendants

You are entitled to an attendant if you need assistance in your car during travel. The health care centre determines this on the basis of your health condition. If you are under 18 or over 85, you are automatically entitled to have an attendant with you during sickness travel within Skåne, without a certificate. If you are entitled to an attendant, you must make your own arrangements for this. The attendant must get on and off at the same time as you do. The attendant is not entitled to any additional services from the driver.

Co-passengers

You may have up to two persons with you during the journey, including an attendant. You should state this when booking your travel. If all co-passengers are children, you may have three children with you. Co-passengers must get on and off together with you, and they are not entitled to extra services from the driver. You pay a charge per co-passenger and the length of the journey. The cost will be added to your invoice for social contributions. Current rates can be viewed at skanetrafilen.se/sjukresor.

Aids

You may take any personal aids you need with you, if it is possible to secure them inside the vehicle.

In order for a wheelchair to function as a seat,

- it must have four marked fastening points where it should be secured.
- the passenger must be able to use a three-point seatbelt.
- the main power switch on electric wheelchairs must be switched off.
- the wheelchair's parking brake must be engaged.
- the wheelchair must be crash-tested.

As the passenger, it is your responsibility to ensure that the wheelchair is suitable for use as a seat during transport. If you use an electric wheelchair, it is your own responsibility to board and alight from the vehicle. You may not remain seated in an electric wheelchair with a handlebar (electric scooter, electric moped, and so on) during travel.

Luggage

In addition to aids, you may take two pieces of hand luggage with you. An attendant or co-passenger may take one piece of hand luggage each. The size of the hand luggage may be a maximum of 55x50x30 cm per piece.





Child safety

Booster cushions are available in all service travel vehicles for children aged between 4 and 12. These do not need to be booked beforehand. Car child safety seats for babies up to 9 months old are not provided. Children under the age of 7 may not travel unless accompanied by an adult.

People using the mobility service

If you are entitled to the mobility service, sickness travel is by the means allowed by your mobility service permit. If you need to travel by other means, the care provider must confirm this on a sickness travel certificate. Show the driver your service travel card when you travel.

In the event of delay

If your vehicle is delayed by over ten minutes from the scheduled time, you should call Skånetrafiken's Sen bil (Late Car) service. Their contact details can be found on Page 19.

Compensation in the event of delay

If you are collected more than 30 minutes after the scheduled time, your social contribution may be waived, and you do not need to pay for the journey. The same applies if you have booked a latest arrival time and are dropped off more than 30 minutes after this time. Skånetrafiken cannot waive the social contribution if the delay is caused by you as the passenger. If you have needed to arrange transport by private car or taxi after a delay of over 30 minutes, you may be entitled to compensation for your expenses. The compensation is limited to 1/40 of the price base amount set by Statistics Sweden (Statistiska Centralbyrån (SCB)). Skånetrafiken does not compensate for third-party losses caused by delayed travel. Remember to save receipts for any expenses if you have arranged your own transport by car or taxi, and to submit your request within 30 days.

Compensation for sickness travel within Skåne

If you travel on Skånetrafiken's buses and trains, the usual public transport fares count as your social contribution. If you travel by other means - by private car or service travel vehicle - what you pay in social contributions is determined by the length of the journey. You may receive sickness travel compensation for the cheapest means of transport, taking your medical condition into consideration. Bus, rail (second class) and private car count as the cheapest means of transport.

How to apply for compensation for sickness travel within Skåne

When travelling by bus, train or car, you can apply for travel compensation afterwards. When travelling by service travel vehicle, the Skåne Region subsidises the costs of your travel. Whatever the means of transport, you always pay a social contribution.

To apply for travel compensation, use the form "Request for compensation for sickness travel", which you need to submit together with

- a patient receipt/certificate of health care (the invitation is not valid).
- rail and/or bus tickets. In the absence of tickets purchased with a travel card, give the card number. If your journey was booked through the Skånetrafiken app, state your mobile number. Specify the journeys on the form "Application for high-cost protection/compilation of my journeys".
- a certificate for attendant, if applicable.

Your request should be submitted within one year of your sickness travel. The form is available from the health care facilities or at skanetrafiiken.se/sjukresor.

High cost protection

If you have paid a social contribution for sickness travel within a twelve-month period and the amount reaches the high-cost protection threshold, you do not pay any social

contribution for the remainder of this period. The period is counted from the first day of travel. Remember therefore to save all patient receipts and other receipts for your sickness travel. Children under the age of 18 in the same family (same household) have shared high-cost protection.

Care guarantee travel within Skåne

You may be given compensation for sickness travel covered by the national care guarantee and specialist care. The compensation is paid when you travel to and from your registered home address and the health care provider you have been referred to, both within and outside Skåne. You always pay the lowest social contribution for care guarantee travel.

To ensure the lowest social contribution amount, you must bring the Care Guarantee Travel form to the care visit. You can obtain the form, along with other information, from the clinic for which you have been on the waiting list from the beginning.

Travel conditions and rules, booking and application for compensation for care guarantee travel are the same as for usual sickness travel. Remember to append the form "Request for compensation for sickness travel", the referral, payment obligation or "Care Guarantee Travel" form, to confirm that you are entitled to travel when applying for compensation.



Compensation for sickness travel outside Skåne

Sickness travel for health care outside Scania must be undertaken in the first instance by bus or train, or if not by service travel vehicle or air. You can book and pay for the journey yourself, and request compensation for the journey afterwards. Remember to contact your care provider to request a copy of the referral or payment obligation, to be able to apply for compensation. A consultation referral is not valid as a basis for obtaining compensation for sickness travel.

We can also provide assistance with the booking if you call our booking centre. You will not receive any sickness travel compensation if the referral or payment obligation is issued after your own request for care at a health care facility outside Skåne.

If you have an attendant with you during your sickness travel when travelling outside Skåne, the care provider in your home county who is familiar with you and your health condition certifies this with a sickness travel certificate.

How to apply for compensation for sickness travel outside Skåne

Whatever the means of transport for the sickness travel, you always pay a social contribution. No compensation is paid for travel by private car.

You apply for travel compensation by submitting the form "Request for compensation for sickness travel", together with

- a patient receipt/certificate of health care (the invitation is not valid as confirmation of the care visit).
- rail and/or bus tickets. The cost of travel must be shown. In the absence of tickets purchased with a travel card, give the card number. If your journey was booked through the Skånetrafiken app, state your mobile phone number. Specify the journeys on the form "Application for high-cost protection/compilation of my journeys".
- a certificate for attendant, if applicable.

- certificate, if applicable, for travel between the main station/airport/hotel/care facility.
- a copy of the referral/payment obligation.
- the care guarantee form completed in full by the health care provider (if you have undertaken care guarantee travel).
- any receipts for overnight hotel accommodation. A certificate/invitation confirming the time of the care visit is also required.

Your request should be submitted within one year of your sickness travel. The form is available from the health care facilities or at skanetrafiiken.se/sjukresor.

Overnight accommodation outside Skåne

If it has not been possible to plan your care visit so that overnight accommodation could be avoided, compensation is also paid for accommodation required as a direct result of the visit. Compensation for accommodation is paid in the amount you have paid for accommodation if you have stayed at a patient hotel or hotel specified by the care council. In order for you to be compensated for overnight accommodation in connection with your sickness travel outside Skåne, travel must start earlier than 04.30 or finish after 24.00. A referral or payment obligation is required. For patients under the age of 18, Skånetrafiken may compensate for several nights. Skånetrafiken may also compensate for accommodation for accompanying guardians.

Remember to enclose receipts for overnight accommodation to your application for compensation. If you need an attendant, compensation is only paid if there are medical grounds for one and only if the attendant travels with the passenger. Contact Skånetrafiken Service Travel Customer Services before travelling if you have any queries.

Care guarantee travel outside Skåne

The same rules apply to care guarantee travel outside Skåne as within Skåne, except that you are not compensated for travel by private car.

Tell us what you think

It's important to us that you are satisfied with your journey. If you are not satisfied, wish to state your opinion or share a compliment, please get in touch with our customer services or skanetrafiiken.se/kundservice/min-resa/



Contacting Service Travel

Customer Services

0771-77 44 33

kundtjanstserviceresor@skanetrafiiken.se

Booking sickness travel

0771-77 44 11

bokningsserviceresor@skanetrafiiken.se

We are open 24 hours a day!

Book fixed travel

0771-77 44 44

fastaresor@skanetrafiiken.se

Is your car late?

0771-77 44 22

Station attendant service

0771-77 77 77

- no later than 24 hours before travel

In the event of a problem with your pre-booked attendant

0771-44 55 55

Website

skanetrafiiken.se/sjukresor

Information on the public transport service

0771-77 77 77

Voice-controlled response: 0771-77 77 24 (24 hours)

Skånetrafiken is there for everyone who lives, works and travels in Skåne. We make sustainable travel easy. Around 465,000 journeys are made every day on one of our 14,000 daily bus and rail routes as well as 5,500 service journeys – to work, to families and to friends. Our bus and rail travel enjoys the Good Environmental Choice mark, and by travelling collectively we work together to ensure a sustainable society, a better environment, and a living landscape. This gives the whole of Skåne power. Or a lift, if you like.

All of Skånetrafiken's bus and rail journeys have been awarded the Swedish Society for Nature Conservation's Good Environmental Choice mark.



This brochure is printed on environmentally-friendly paper.

