

## Information before your visit to the hospital

### Remember to bring

- Appointment notice
- ID card or other proof of identity
- Payment card
- List of any medication you are taking
- Any completed health declaration

### Providing samples

If you need to provide any samples for your visit, do so at your healthcare centre well in advance, unless there are other instructions in your appointment notice. Sampling costs SEK 300.

### Healthcare journeys

You can be reimbursed for your journeys to and from healthcare. This applies to journeys by train, bus or private car.

If you need to travel by taxi due to medical reasons, a certificate is required from your healthcare provider. You can order a taxi by calling +46 (0)771-25 10 20 at least two weekdays before your visit. The staff at the care unit will assess whether you have medical reasons that require you to go home by taxi. If so, they'll order the taxi to take you home on your behalf.

If you are registered in a region other than Västerbotten, your home region's fees and ordering procedures apply. Read more about healthcare journeys at [1177.se/en/vasterbotten/healthcare-journeys-rv](http://1177.se/en/vasterbotten/healthcare-journeys-rv)

### Parking

At certain times of the day, it can be difficult to find parking spaces at the hospital. At [regionvasterbotten.se](http://regionvasterbotten.se), you can find information about visitor parking.

### Avoid strong scents

Many people are sensitive to strong scents due to allergies or asthma. Do not use strong scents such as perfume or aftershave when visiting healthcare facilities.

### Refrain from smoking

Region Västerbotten's facilities and outdoor environments are non-smoking.

### Help finding your way around

Directional maps are located in the hospital's central entrance. You can also ask for help at the information desk. For visitors to the University Hospital of Umeå (Norrlands universitetssjukhus), there is a digital map at [use.mazemap.com/#v=1](http://use.mazemap.com/#v=1).

### Registration and cost

When you arrive for your appointment, you can either check in with a mobile bank ID on your mobile phone

at [incheck.regionvasterbotten.se](http://incheck.regionvasterbotten.se) or register at the reception desk given in the appointment notice. If mobile check-in is possible, you will receive a link in the SMS reminder sent to you before the visit. You will receive an invoice for the visit afterwards.

A physical healthcare visit usually costs SEK 300. Remote healthcare visits, for example by video and telephone, cost SEK 200. If you are 19 years old or younger or you are 85 years old or older, you do not pay a fee.

If you miss your appointment or if you have cancelled it less than 24 hours before the appointment, you must pay a fee of 550 SEK. For a scheduled surgery, the fee is 1050 SEK. This applies regardless of age and even if you have a free healthcare card.

### Internet via Wi-Fi network

During your visit, you can connect to the guest network RV-GUEST and access the Internet for free.

### Healthcare personnel in training

Healthcare personnel of all kinds are trained at the hospital. They also participate in the care work, but it is you, as the patient, who decide whether they can attend your examination or treatment.

### National quality registers

National quality registers collect information from all over the country on a particular disease or treatment. This information is then used to evaluate and improve care. You should always be informed before your personal data are submitted to a national quality register.

### Storage of samples in biobanks

Some samples submitted to healthcare are stored in biobanks. The samples are stored primarily to make your care as professional and safe as possible. Read more at [1177.se/biobankslagen](http://1177.se/biobankslagen) (page in Swedish).

### Interpretation into your language

You can get help from an interpreter during your visit to healthcare or dental care. Inform the clinic or department well in advance and they will order an interpreter service. The interpreter can be present on site, by telephone or video call.

### Registration of personal data

As a patient, you have the right to know what personal data a healthcare provider has registered about you. Read more about your rights at [regionvasterbotten.se/gdpr](http://regionvasterbotten.se/gdpr) (page in Swedish).

More information on the website  
[1177.se/other-languages](http://1177.se/other-languages)