

box of the prescription to inform the pharmacist that you do not have to pay the full price. If you have any prescriptions that were issued when you were an asylum seeker, you must ask your doctor to write new prescriptions when your LMA card stops working.

Your medical record

You have the right to receive a copy of your medical record printed on paper. Contact the healthcare provider and they can help you with this

Interpreter

You have the right to an interpreter.

In case of acute illness:

Go to the nearest emergency room (Akutmottagning)! Call 112 if you need it.

Ambulance: 112

Healthcare advice service: 1177, open 24/7

If you need help or would like more information, please contact the Red Cross:

Telephone: 020-21 10 00 Monday–Friday 09:00–12:00
(free of charge)

Email: papperslos@redcross.se

SMS: Text message: 072-349 98 08 (For SMS only.
Always call 020-21 10 00 if you want to talk to us)

Visiting address:

Stockholm: Lindhagensgatan 126, 112 51 Stockholm, floor 4

Göteborg: Rullagergatan 6b, 415 05 Göteborg



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Healthcare for
undocumented and other
migrants

Swedish Red Cross

Infoservice 0771-19 95 00

E-post: info@redcross.se | www.rodakorset.se



Swedish Red Cross

Undocumented migrants have a legal right to healthcare.

Since 2013, undocumented migrants have been entitled to health and medical care in accordance with Act 2013:407.



Swedish Red Cross

www.rodakorset.se

Right to healthcare

Adults

You are entitled to the same healthcare as adult asylum seekers, which means you have the right to ‘care that cannot wait’ (also known as ‘care that cannot be postponed’). This includes dental care, somatic care, psychiatric care and assistive devices. Pregnancy and childbirth care, contraceptive advice, abortion care, medical examinations and care under the Communicable Diseases Act are always free of charge. The region may offer more care in addition to these, up to the same level as for Swedish residents. It is the healthcare professional that you meet who will assess whether your care is care that can wait or not.

Children

All children who are staying in Sweden must be offered the same care as resident children – i.e., full health care, including dental care. Children must be registered with the public dental service (Folk-tandvården) and at the child healthcare center (BVC) to be called for check-ups. This registration can be done by the child’s parents.

What is ‘care that cannot wait’ (also called ‘care that cannot be postponed’)?

‘Care that cannot wait’ is a concept

that is used in the healthcare system and includes any care that is provided to prevent you from becoming sicker than you already are. Follow-up care is also included. This means that you have access to more than emergency medical care. In other words, ‘care that cannot wait’ means: seek care if you need it.

Fees and charges

Most of the cost of healthcare is borne by the state. The part of the cost that you have to pay yourself is called the patient fee. You have the option to ask for an invoice if you are unable to pay the patient fee immediately.

- Visit to a doctor at a healthcare centre or an urgent care centre (närakut): 50 kr
- Visit to the emergency room (akutmottagning): 50–500 kr, depending on where in Sweden you live
- Assessment by a dentist: 50 kr
- Prescription medicines at a pharmacy: 50 kr
- Assistive devices: from 50 kr
- Sick transport: 25 kr
- Free:
 - Medical examination
 - Care in accordance with the Communicable Diseases Act
 - Interpreter
 - Abortion
 - Maternal health services, including childbirth

Good to know

‘Reservnummer’

The first time you seek medical care, you will be given what is known as a ‘reservnummer’. Keep this – it is used to keep all of your medical records in one place, and is important to ensure you receive the best possible care. You will also use this number if your legal status changes – for example, if you apply for asylum. The number itself does not signify that you are undocumented, so you must inform the care provider of this. If you have previously been given a number but have lost it, you can tell the care provider – they will often be able to find it in their computer system.

Identification

It is a good idea to have proof of your identity with you when you seek care, such as an ID card, a previously issued LMA card, a passport or a copy of an ID document. If you do not have proof of your identity, you are still entitled to healthcare. You are not required to provide proof that you are undocumented.

Contact details

Healthcare providers may sometimes need to get in touch with you and will therefore often ask for an address or phone number. If you do not have an address, you can give

them your phone number. If you do not speak Swedish, you may give them the phone number of a Swedish-speaking contact person. If you have a c/o address (i.e., if it is not your name that is displayed on the door/postbox), it is important that you state the name that is written on the door/postbox. If you move frequently, it may be better to just provide a phone number so you do not risk missing any communication from the healthcare service.

Confidentiality

All healthcare workers are bound by an obligation of professional secrecy, and healthcare providers are not allowed to contact authorities such as the Migration Agency or the police.

Pharmacies and prescriptions

Electronic prescriptions must be sent to a specific pharmacy, and you need to have a documented proof of identity to receive your medication. If you do not have proof of your ID, you must ask for your prescriptions to be printed on a prescription form. In most parts of Sweden, you pay 50 kr per date on which your prescriptions are written. You should therefore ask your doctor to write the prescriptions on the same date, so you will only have to pay 50 kr for all prescriptions. The doctor also needs to write “utan tillstånd, betalas av region...” in the dosage