

# Red Cross Healthcare Referral Service

Our team includes nurses who provide help and support to people living without legal documentation and to other migrants who fall outside society's protection systems.

## We offer support with:

- Guidance and help in contacting the regular healthcare system, to ensure that people without legal documentation receive the care they are entitled to.
- Support for people living without legal documentation who face barriers in accessing healthcare.
- Support for healthcare providers in their contact with the above-mentioned patient groups, including the provision of awareness-raising resources for workplaces.
- Contact with a social worker for people without legal documentation who have questions related to social support.

## Clinic

We have drop-in hours Tuesday–Thursday 09:00–12:00 and 13:00–16:00.

Address: Rullagergatan 6B, Gamlestaden, Göteborg.

You can also book an appointment in advance.

## National advice line

Phone hours: Monday–Friday, 09:00–12:00

Phone: 020-211 000

You can also send an SMS to 072-349 98 08  
Email: [papperslos@redcross.se](mailto:papperslos@redcross.se)

Visiting or calling us is free of charge.  
We are bound by confidentiality.

## More Information

Through partnerships with other civil society organisations, our nurses from the Healthcare Referral Service are available in several locations throughout the Västra Götaland Region. Scan the QR code to see where we are located in the region.



Read more about healthcare for people living without legal documentation and other migrants. The website also provides information in several different languages about the right to healthcare for people without legal documentation.



Information for healthcare staff – you can show this when seeking care.



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# For people living without legal documentation in the Västra Götaland Region

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Information regarding healthcare for other migrant groups

Information from Vårdförmedling (Healthcare Referral Service) Västra Götaland, a collaboration between the Rosengrenkska Foundation, the Swedish Red Cross, and the Västra Götaland Region



# Västra Götaland Region

All children living without legal documentation have the right to the same healthcare as children who are registered residents.

If you are over 18 years old and living in Sweden without legal documentation, you are entitled to healthcare and care that cannot be postponed. This means you have the right to:

- Emergency care (immediate medical attention)
- Maternity care and care during childbirth
- Contraceptive counselling (how to prevent pregnancy)
- Abortion care (terminating a pregnancy)
- Care and treatment for illnesses and injuries where even a moderate delay could have serious consequences
- Care that can prevent your condition from worsening
- Care that can prevent the need for more extensive care and treatment
- Follow-up care related to previous treatment, including psychiatric care

## You are also entitled to:

- A health examination at a healthcare centre
- Subsidised travel to healthcare
- Medications included in the national medicines subsidy scheme
- Assistive devices

This care should be provided to you within the regional healthcare system – that is, at your healthcare centre, maternity clinic, emergency department, or hospital.

Children living without legal documentation have the right to the same dental care as children who are registered residents. Adults over the age of 18 are entitled to emergency dental care and dental care that cannot be postponed. Dental care is free of charge until the year you turn 20. From the year you turn 20, you pay 50 SEK per visit.

You should never be denied care before

being seen by a nurse or doctor who has assessed your medical needs. This means that you should never be turned away at a reception desk. You are never required to prove that you are undocumented.

If you would like to contact one of our refugee units – for example, to get information about health examinations – you can reach them at:

### Refugee Medical Clinic

Phone hours: 09:00–15:00  
Phone: 031-747 89 50

### Refugee Children's Clinic

Phone hours: 08:00–10:00  
Phone: 070-020 60 26

The Refugee Children's Clinic provides care for children and young people experiencing physical or mental health issues following migration or displacement. Here, you can meet paediatricians, child psychiatrists, psychologists, and specialist nurses. They meet with children, parents, and sometimes entire families. To access the clinic, your healthcare centre must send a referral to the clinic. You can also write a self-referral.

### More information

Sjukvårdsrådgivningen  
(Healthcare Advice Line)  
– 1177

Information about  
healthcare for people  
living without legal  
documentation or  
seeking asylum



# Rosengrenska

Rosengrenska supports people without legal documentation. We hold a clinic one evening every other week.

## At Rosengrenska, you can receive help with:

### Nurse, dentist, or psychologist

You can meet with a nurse, dentist, or psychologist at the Rosengrenska clinic if you need healthcare but do not know where to turn, do not understand how the Swedish healthcare system works, have been treated poorly in healthcare, been denied care, or received an incorrect medical bill. If you need medical or dental care, you will receive information on how to contact your healthcare provider and how to navigate the healthcare system.

### Reimbursement desk

Here, you can get reimbursed for healthcare visits and prescription medications. You need to bring your receipts.

### Optician

An optician visits Rosengrenska once a month. The optician provides eye examinations and will give you free glasses if needed.

### Social support

We collaborate with a church in Gothenburg. Regardless of your religion or beliefs, the church's deacons offer conversation, support, and guidance. This may include questions about children and family, your children's school situation, help with food packages and clothing, or general orientation about society. We can also help you get in touch with a priest for conversation and support, or put you in contact with the Interreligious Council of Gothenburg.

## Legal support

We collaborate with lawyers who offer free legal advice. The best way to reach the lawyers is by booking an appointment via email at [info@rosenjuristerna.se](mailto:info@rosenjuristerna.se), through their website [rosenjuristerna.se](http://rosenjuristerna.se), or by signing up on a list available at the Rosengrenska clinic. They will contact you and schedule a time for your visit.

## How to get in touch with us

To ensure the safety and comfort of our visitors, we do not publish the times and location of the clinic.

If you need information about where to find us, please contact Röda Korsets Värdförmödning (Red Cross Healthcare Referral Service) at 020-211 000.

## More information

Read more about the Rosengrenska Foundation

