Psykiatri, Habilitering och Hjälpmedel

Sortiment

Patient information – diabetes, incontinence or food for special medical purposes

You have been given a prescription for diabetes products, incontinence products or food for special medical purposes. This means you can order relevant products. Your prescriber has decided how many orders you can place.

Your prescription is valid until:

You can make a total of:
orders/withdrawals

When you have placed your last order, you will need to contact your prescriber in plenty time for reassessment.

Prescriber: **Telephone:**

How do I place orders?

- **Via the 1177.se e-service:** Click on "Alla övriga tjänster" (All other services).
- **By phoning Hjälpmedel customer service:**
  Telephone: 0770-11 11 00. Opening hours: Monday–Wednesday and Friday 08:00–16:00, Thursday 08:00–14:00.

How are products delivered?

Incontinence products and food for special medical purposes: Products are delivered to the selected address or to a collection point between 08:00 and 17:00 on weekdays. You can choose to be contacted before your products are delivered.

Diabetes: Products are always delivered to a collection point.

Delivery time: Usually within 5 working days. Some products may take up to 10 working days.

Cost

Food for special medical purposes: You pay a personal contribution. Your prescriber will let you know the cost. It is not included in the high-cost protection. The invoice will be sent to your home address, or to your digital mailbox for official mail the month after you place the order.

Diabetes products and incontinence products: Free of charge to you.

Questions about delivery

If you have any questions about your delivery, please contact Hjälpmedel kundservice on 0770 11 11 00, or via 1177.se.

Check your products carefully when you receive them to make sure you have received the right amount and the right kind, and check to make sure they are not damaged. If there are any problems with your delivery, please contact Hjälpmedel kundservice within 10 days. It would be useful if you could send photos to show the problem. If there is a problem with a diabetes aid, please submit your complaint to the product supplier.