

# Instructions for completing the travel expenses form

## What you can receive financial support for

If you have travelled to and/or from medical treatment, you may be entitled to financial support. The main rule is that you will receive a travel allowance with a fixed amount per kilometre regardless of the choice of transport.

In order to receive financial support for your journey, the distance to the place of treatment must be between 10 and 300 kilometres each way. The journey must also cross more than one rate zone. If you are travelling further than 300 kilometers each direction, you will receive financial support consistent with the cheapest available means of public transport.

## How to apply

You can apply for financial support by logging in to [helsenorge.no](https://helsenorge.no).

### For some journeys, you will need to submit a paper form to apply:

- travel related to a leave of absence
- travel to attend a course or training
- travel to receive treatment in another EEA country
- treatment abroad under the auspices of Oslo University Hospital
- travel as a donor
- when the treatment centre failed to meet the deadline for your treatment

The paper form can be found on Helsenorge or you can get a copy from your treatment provider.

The application can be submitted using a secure online messaging service

<https://svarut.ks.no/edialog/mottaker/918695079>

or by post:

**Pasientreiser HF, Postboks 2533 Kjørbekk, NO-3702 Skien.**

If you submit the form by post, you will need to cover postage. Postage is not covered by Pasientreiser.

### In some cases, paper forms need to be sent to a postal address. This includes travels in cases of:

- when the hospital failed to meet the deadline for your treatment
- you live at a secret address
- you are an organ donor or recipient
- you are going for a tuberculosis screening
- children living in vulnerable family situations

In these cases, you can either submit the form using a secure online messaging service

<https://svarut.ks.no/edialog/mottaker/918695079>

or by post:

**Pasientreiser HF, Postboks 2864 Kjørbekk, NO-3702 Skien.**

## General information

- **Instructions and information:** The form consists of two pages. These instructions describe each item in the form. If you require further information, please call Pasientreiser on 05515. You can also find information at [helsenorge.no](https://helsenorge.no).
- **Important things to know when completing the form:** Remember to sign and enter your account number in item 9. Use item 8, or attach a separate sheet, if you need to provide more information. Use BLOCK LETTERS when completing the form.
- **One form for each treatment centre:** You need to use one application form for each treatment centre you have travelled to. If you have several journeys to the same treatment centre, you can enter these under item 6.
- **Rates:** The rates for patient journeys are determined by the the government (Stortinget). You can find an overview of applicable rates at [helsenorge.no](https://helsenorge.no).
- **Deadlines:** Remember to submit the application no later than 6 months after travelling. The exception to this rule is if you were unable to submit the application earlier or if a health worker gave you incorrect information about the deadline. If this is the case, you need to enclose documentation from the healthcare provider demonstrating this.
- **User fees and exemption cards:** A user fee is deducted for each journey if you do not have an exemption card. Two user fees will be deducted for return journeys. Exemption cards are registered automatically.

### You are exempt from paying user fees if you

- were under the age of 16
- were a travel companion
- were examined, treated, and monitored for a communicable disease hazardous to public health
- were examined or treated for an occupational injury or war injury
- attended outpatient treatment under compulsory mental health care
- were admitted for compulsory mental health care.
- attended the psychiatric outpatient clinic for children and adolescents as a relative
- were a donor (preliminary examinations and checkups, as well as the transplant itself)
- were transferred between two treatment locations within the same health trust
- travelled to an abortion tribunal or abortion appeals board to participate in an abortion case hearing
- did not receive treatment by the deadline and have therefore missed a deadline

If this applies to you, you will need to attach documentation.

## 1. Information about the applicant

Specify who the applicant is. Please make only one selection.

- **Pasient (Patient):** Tick this box if you travelled alone. You do not need to attach confirmation of attendance if you consent to Pasientreiser obtaining electronic confirmation of attendance under item 9.
- **Pasient, og vil søke om å få dekket utgifter for reiseledsager (Patient and will apply for reimbursement of expenses for a travel companion):** Tick this box if you have attended treatment as a patient and brought a travel companion. You need to attach documentation from the healthcare provider showing that you needed to bring a travel companion on the journey. Children under the age of 18 do not need to provide documentation relating to travel companions. You do not need to attach confirmation of attendance if you consent to Pasientreiser obtaining electronic confirmation of attendance under item 9.
- **Reiseledsager (Travel companion):** Tick this box if you have accompanied a patient on their journey. You need to attach documentation from the healthcare provider showing that the patient needed to bring a travel companion due to their health, as well as documentation showing that the patient attended treatment (confirmation of attendance). If you document that you travelled by public transport, both the patient and the travel companion can get a travel allowance.

As a general rule, only one travel companion will be entitled to a travel allowance. You can apply for a travel allowance for two travel companions if you have documentation from your healthcare provider showing that two travel companions were necessary for reasons of health. You can also get a travel allowance for two travel companions when parents accompany a seriously ill child to and from hospital. If there were two travel companions on the journey, you need to include information about companion number two under item 8 or using a separate sheet.

You also need to tick here if you have supported someone who was travelling to participate in an abortion tribunal or abortion appeals board hearing. You need to explain under item 8 that this is what the journey related to and attach documentation of having attended such a tribunal.

- **Foresatt for barn under 12 år (Parent/guardian of a child under the age of 12):** Tick this box if you are applying as a parent/guardian of a child under the age of 12. You do not need to attach confirmation of attendance if you consent to Pasientreiser obtaining electronic confirmation of attendance under item 9.
- **Foresatt for barn mellom 12 og 18 år (Parent/guardian of a child between 12 and 18 years of age):** Tick this box if you are applying as a parent/guardian of a child between 12 and 18 years of age. You need to attach confirmation of attendance from the healthcare provider, or the child can consent to Pasientreiser obtaining electronic confirmation of attendance under item 9.
- **Verge/fullmektig/fosterforeldre (Guardian/authorised representative/foster parent):** Tick this box if you are applying as guardian or authorised representative and the patient for which you have power of attorney has travelled to attend

treatment. You also need to tick this box if you are applying as a foster parent and your foster child has attended treatment. You need to attach confirmation of being a guardian, legal representative or foster parent. If the foster child is between 12 and 18 years of age, the confirmation of attendance must also be enclosed or the child needs to sign under item 9. If you were also a travel companion, you need to enter information about yourself under item 3.

- **Nær pårørende (Next-of-kin):** Tick this box if you are applying for a travel allowance for yourself in your capacity as next-of-kin to a patient. If you were a travel companion, you only need to tick "travel companion" under item 1 of the travel expense form.

As next-of-kin, you will generally not be entitled to a travel allowance unless you were also the patient's travel companion.

Next-of-kin are entitled to a travel allowance in certain cases. Next-of-kin refers to: spouses, cohabiting partners, children, grandchildren, parents, grandparents, children-in-law, parents-in-law, siblings and individuals who live together with the patient.

### **Next-of-kin may be entitled to a travel allowance in the following cases:**

- When travelling to a psychiatric outpatient clinic for children and adolescents (BUP) or welfare centre. The next-of-kin must have been invited by a senior manager at the clinic.
- When travelling to a centre of excellence for people with rare and little-known diagnoses and disabilities.
- When travelling to courses or training organised by a health treatment location. Next-of-kin must be invited or referred, the course or training must have medical or treatment-related content and course participation must be necessary for the future management of the patient.

### ***Documentation must be attached to the application.***

### **Children under 18 years of age can also receive a travel allowance in the following cases:**

- Journeys to see healthcare providers for information and necessary training when the patient is a sibling or parent of the child. Healthcare providers must provide documentation showing that the journey relates to management pursuant to Sections 10 a and 10 b of the Norwegian Health Personnel Act.
- This right does not apply when children travel only to visit or spend time with parents or siblings.
- When travelling to visit a parent/guardian with a life-threatening disease who cannot return home from the treatment location. The attending physician must confirm that the illness is life-threatening and that the treatment has a duration of at least two weeks.

### ***Documentation must be attached to the application.***

## 2. Information about the patient

If you are applying as a patient, parent/guardian, travel companion or foster parent, please enter the patient's personal details under this item. If you are applying as next-of-kin, you do not need to complete this item.

## 3. Information about travel companions/next-of-kin/parents

If you are applying as a patient and want to apply for travel allowance for a travel companion or if you are applying as a travel companion, next-of-kin or parent, you will need to complete this field.

Travel companions may be entitled to travel allowance if the patient's healthcare provider documents that the patient had to be accompanied on the journey for reasons of health. Patients under 18 years of age do not need to provide documentation of the need for a travel companion.

If you used a vehicle, the journey will be eligible for a standard rate per kilometre regardless of the number of passengers.

If, as a patient and travel companion, you can document having travelled by public transport for a journey of less than 300 kilometres, you will receive two standard rates for the journey. If the journey exceeded 300 kilometres, the eligible travel allowance will correspond to the price of the journey using the cheapest mode of public transport.

### How to make your selection:

- If, as a travel companion/next-of-kin/parent, your **journey was the same as the patient**, please tick the relevant box (**Hadde lik reise som pasient**).
- If the entire journey took place **without the patient**, you need to tick to show that you travelled without the patient (**Reiste uten pasienten**).
- If parts of the journey took place without the patient, you need to tick to show if
  - your journey **started somewhere other** than the patient's journey (**Startet reisen et annet sted enn pasienten**)
  - your journey **ended somewhere other** than the patient's journey (**Avsluttet reisen et annet sted enn pasienten**)
  - you travelled **to and from the treatment location while the patient had treatment** (**Reiste fra og til behandlingsstedet mens pasienten var til behandling**).

The travel companion's additional journey length without the patient each way (including any sections travelled by ferry) must be entered under item 6. Here, you can also apply for reimbursement for any toll, parking or ferry ticket costs for the travel companion's journey without the patient.

A travel companion can also apply for an allowance for food, accommodation and loss of income from employment. This must be done under item 7.

### Parents of a child who has been admitted to a healthcare treatment location

If, as a parent, you apply for a travel allowance for a journey to or from a healthcare treatment location to which your child was admitted, you must enter the reason for the journey under item 8 or using a separate sheet. Remember to attach documentation from a healthcare provider describing the matter.

### Parents are entitled to a travel allowance in the following cases:

- To and from a treatment location in connection with a child's admission. Remember to attach documentation.
- When parents accompany a child with a serious or life-threatening disease who has been admitted to a treatment location, for example journeys home in connection with leave of absence. Remember to attach documentation showing that the child has a serious illness.
- If the treatment location asked the parents to accompany the child for medical reasons, receive information about the child's illness or receive training on the child's illness for the purposes of further treatment and care. Remember to attach documentation.
- To and from the treatment location for one parent, once per week, after the child has been admitted for 14 days. Remember to attach documentation of the patient's admission and stay.

If you are applying for a travel allowance for two parents, information about one parent must be entered under item 3, while information about the other parent can be entered under item 8 or using a separate sheet.

## 4. Information about the treatment location

Enter the name of the treatment location, as well as the address, the appointment date and when the treatment finished.

### Confirmation of attendance

Confirmation showing that you have attended treatment is retrieved from dedicated registers if the patient provides consent under item 9. If this is the case, you do not need to attach confirmation of attendance.

### Nevertheless, confirmation of attendance must be attached

- when parents/guardians apply on behalf of children between the ages of 12 and 18 years
- when a travel companion is applying for financial support
- when next-of-kin are applying for financial support
- for courses and treatments that are not recorded electronically
- for individuals with a secret address
- for journeys related to organ donation
- for journeys related to tuberculosis check-ups

### Freedom to choose where to get treatment

If you have exercised your right to choose where to get treatment, you need to tick the relevant box. In this case, you will need to pay a higher user fee each way.

If you had to travel outside of your health region (Helse Nord, Helse Midt-Norge, Helse Vest or Helse Sør-Øst) because the treatment location was the closest place at which the treatment was available, this must be documented by a healthcare provider at a public hospital in your health region. In this case, you would pay only the regular user fee.

### **Closest location**

The general rule is that you will receive a travel allowance to the closest location at which the treatment is available. For journeys to primary health services (e.g. the GP), all journeys within the local authority where you live will be considered the closest location. For journeys to specialist health services (e.g. hospitals or specialists), all journeys within the health region will be considered the closest location.

You can also receive a travel allowance if you have documentation from a healthcare provider showing that you need to travel outside the local authority or region you live in to receive the necessary treatment because the treatment is not available in the local authority or health region.

You can also receive a travel allowance for journeys outside of the local authority or region if the treatment location you travelled to was closest geographically to your registered address. This applies e.g. if you live near a municipal border. If this is the case, you need to include it under item 8.

### **Journeys of less than 10 kilometres/within a single rate zone**

You can apply for a travel allowance for journeys of less than 10 kilometres each way or journeys that took place within a single rate zone using public transport if you have documentation from a healthcare provider showing that it was necessary for you to travel by car or taxi. In this case, the healthcare provider must confirm that this was for reasons of health or because the journey was related to emergency care.

You can also receive a travel allowance for journeys within a single rate zone if you would not have been able to attend the treatment using public transport. You need to explain this under item 8 or using a separate sheet.

### **5. Travel to or from a location other than your registered address**

If you have travelled to or from a location other than your registered address, you need to enter the address here. You also need to specify the reason and whether it related to travel to and/or from treatment. The main rule is that you will receive a travel allowance as though you were travelling from your registered address to the treatment location and back to your registered address. If the journey was cheaper than this, the stretch you travelled will be used to calculate the travel allowance.

If you had to travel from a location other than your registered address for reasons of work, studies, military service or stays at an treatment location, your travel expenses from the treatment location can be covered regardless of whether the journey would have been cheaper from your registered address.

### **Unexpected need for healthcare (Fikk et uventet behov for helsehjelp)**

If you experienced an unexpected need for healthcare while you were somewhere other than your registered address, you can receive a travel allowance for the journey if you travelled to the closest location for treatment. You need to attach documentation from a healthcare provider confirming that the journey was related to an unexpected need for healthcare.

### **Occupational injury (Skadet meg på jobb)**

If you have acquired an injury at work, travelled for treatment and returned home, your travel expenses for your journey home will be covered. You need to attach documentation from a healthcare provider showing that you have attended treatment for the occupational injury.

### **6. Information about the journey**

This field must be completed if you are applying for reimbursement for toll, parking or ferry expenses, multiple journeys to a single treatment location for treatment or if you switched mode of transport during the journey.

#### **One journey to the treatment location**

If you have undertaken one journey to the treatment location and you switched mode of transport during the journey or need to apply for an allowance to cover toll, parking or ferry expenses, use one row for each mode of transport. If, for example, you took a car to the speedboat dock and continued by speedboat, you need to use the first row for the stretch covered by car and the next row for the stretch covered by speedboat.

#### **Multiple journeys to the same treatment location**

Use one row for each journey if you have multiple journeys to the same treatment location. You can use multiple rows if you switched mode of transport during the journey. Use item 8 or a separate sheet if you need more space.

#### **Toll, parking and ferry expenses**

Expenses for tolls, parking or ferries are only covered if the journey was necessary to obtain emergency healthcare or if it was necessary to drive a car due to reasons of health. Expenses for tolls, parking or ferries can also be reimbursed if you had to drive a car because it was not possible for you to travel by public transport.

If you had to use a car due to reasons of health or for emergency care, this must be documented by a healthcare provider and the documentation must be attached to the application.

If it was not possible to use public transport for the stretch, you need to describe this under item 8 or attach a separate sheet.

#### **Documentation**

If you had to drive a car for reasons of health, you need to attach documentation from a healthcare provider stating this. Documentation must be attached for each application. If the journey was related to emergency healthcare, you also need to attach documentation of this.

If you needed a travel companion for health reasons, you need to attach documentation from your healthcare provider.

If you incurred expenses for parking or ferry tickets, you need to attach tickets/receipts. If you had a documented need for a travel companion and you travelled on public transport, you need to attach tickets/receipts. If parts of the journey had already been paid for/organised by Pasientreiser, enter "Organised journey" in the field relating to mode of transport. Expenses for tolls do not need to be documented.



#### How to complete the table:

- **Date (Dato/kl.):** If you are applying for a journey to the treatment location and you switched mode of transport during the journey or need to apply for reimbursement for toll, parking or ferry expenses, you need to enter the travel date.
- **Time (Tid):** If you are applying for financial support for multiple journeys to the same treatment location, use the date field to enter dates and the time field to enter the time of treatments.
- **Mode of transport (Transportmiddel):** Please specify the modes of transport used for the stretch. If you used multiple modes of transport, you need to use one row for each mode of transport. If parts of the journey had already been paid for/organised by Pasientreiser, enter "Organised journey" in the field relating to mode of transport. If you travelled by ambulance via road, boat or air - enter "Ambulance" in the mode of transport field.
- **Travel from (address) (Reise fra (adresse)):** Enter the address you travelled from. If you travelled from or to somewhere other than your registered address, you also need to complete item 5.
- **Travel to (address) (Reise til (adresse)):** Enter the address you travelled to.
- **Return journey (Tur/retur):** Tick here if the journey was a return journey. If the journey was one way only, you do not need to tick here.
- **Total number of kilometres (Tot. antall kilometer):** Enter the total number of kilometres for the stretch, including any ferry sections. If the journey was longer than the quickest travel route (for example due to diversions or other reasons), you need to use item 8 to explain. Note that if the journey you are entering contains an address without a street name, the distance calculation may be inaccurate. It is therefore particularly important that you enter the distance. If you are unsure how far you have travelled, you can, for example, enter the start and end point using online map services. If the journey was a return journey, enter the total number of kilometres for both directions.
- **Tolls (Bom):** Enter the amount for any toll expenses you incurred during the journey. If the journey was a return journey, enter the total amount for toll expenses for both directions.
- **Ticket(s) (Billetter):** If you have travelled without a car on a ferry, passenger boat or express coastal service, you may be entitled to a reimbursement for ticket costs rather than the standard rate for the stretch. Remember to attach your tickets or receipts showing the amount. If you travelled with a necessary travel companion and you have incurred expenses for public transport, you could get two standard rates per kilometre if you attach tickets. If you travelled by car on a ferry, you could be reimbursed for the ferry ticket if it was necessary to use a car on the ferry. You do not need to attach a ticket or receipt for car ferries.

- **Parking (Parkering):** Enter the amount for parking expenses incurred during the journey. You need to attach receipts for your expenses. Remember that an arrival ticket will only show the reserved amount and does not constitute adequate documentation of the amount paid.
- **Travel companion (Reiseledsager):** Tick the box if your travel companion travelled alone on the stretch. You do not need to tick if the patient and travel companion travelled together.
- **Other expenses (Andre utgifter):** In special cases, you can apply for reimbursement for expenses to clean the car or transport luggage and equipment. If you want to apply for this, you need to attach confirmation from your healthcare provider showing that it was necessary for you to bring luggage and receipts for any expenses, as well as entering a description under item 8 or on a separate sheet.
- **Specify reason (Oppgi grunn):** If you are applying for reimbursement for toll, parking or ferry expenses on the journey, you can tick to show that you needed to drive a car due to reasons of health or if it was not possible for you to use public transport on the stretch.

If you needed to use a car for reasons of health, you need to remember to attach documentation from the healthcare provider. If you needed to drive a car because it was not possible for you to use public transport on the stretch, you need to explain this under item 8.

#### 7. Expenses for food, accommodation and loss of income from employment

This item must be completed if you are applying for an allowance for expenses incurred for food, accommodation or loss of income from employment. There is one field for patients and one field for travel companions/next-of-kin/parents/guardians. If the need for a travel companion is documented, the travel companion has the same right to an allowance for food and accommodation as the patient.

- **Food (Mat):** If the necessary travel time exceeded 12 hours, you are entitled to a food allowance. You can receive an allowance for food based on fixed rates and you do not need to attach a receipt or documentation of any expenses incurred. Enter the number of days for which you are applying for a food allowance, as well as completing the fields for when the journey and the treatment started and ended under items 4 and 7. If the journey lasted for more than one day, six hours or more into a new day will give rise to an entitlement to an allowance as though it was a whole day.
- **Accommodation (Overnatting):** An accommodation allowance corresponding to the rate is given when accommodation was necessary during the journey. If you stayed overnight for reasons of health, you need to attach documentation from a healthcare provider showing the need. If you stayed overnight due to travel distance or other traffic-related reasons, you need to explain the situation under item 8. Enter the number of days for which you are applying for the allowance, as well as completing the fields for when the journey and treatment started and ended under items 4 and 7.

As a patient, you can choose to stay overnight at the treatment location rather than travel home between treatments. You will then receive an allowance for food and accommodation up to the amount it would have cost to travel back and forth between treatments. If this is the case, you need to describe the stay and the expenses under item 8 or using a separate sheet. You also need to enter the dates for the journeys.

Remember to attach receipts showing any accommodation expenses. Private accommodation is not covered. Food and accommodation expenses while admitted are also not covered. This also applies to travel companions.

- **The patient's loss of income from employment (Tapt arbeidsinntekt for pasient):** If you have attended treatment for an occupational injury, you can receive an allowance for loss of income from employment if the journey lasted more than two hours. Enter the number of hours for which you are applying for an allowance. You need to attach confirmation from the healthcare provider showing that you have attended treatment for the occupational injury. You also need to attach documentation showing the number of hours for which you have lost wages, as well as the amount lost. Remember that documentation of lost income from employment from an employer or accountant must be attached.
- **Loss of income from employment for a travel companion (Tapt arbeidsinntekt for ledsager):** If you have accompanied a patient for treatment, you can receive an allowance to cover loss of income from employment. Enter the number of hours for which you are applying for an allowance. You need to attach documentation showing the number of hours for which you have lost wages and the amount lost. Remember that documentation of lost income from employment from an employer or accountant must be attached. Documentation must be provided if you are applying for reimbursement of expenses for hired help.
- **When did the journey start and when did you return? (Når reiste du og når var du tilbake?):** Remember to enter the date and time of when the journey started and when you returned. This information must be entered for both the patient and any travel companion, next-of-kin and parent/guardian.

## 8. Justifications or other information

Use this field for justifications or other additional information. If you need more space, you can enclose a separate sheet.

## 9. Consent, signature and account number

Applications are processed fully or partly automatically. This depends on what you are applying for. If you want to opt out of automatic processing, you need to enter this in the free text field under item 8 or using a separate sheet. If you opt out of automatic processing of your data, you need to attach all necessary information for the claim to be processed, including confirmation of attendance and any documentation of an exemption card. Remember that it can also take longer to process manual applications.

Only the patient can consent to Pasientreiser obtaining confirmation of attendance for the patient. This data is retrieved from the Norwegian Patient Registry (NPR) and the database for the control and disbursement of health reimbursements (KUHR).

If you are unsure how Pasientreiser processes your personal data, you can read more about it at [helsenorge.no](https://helsenorge.no):

<https://helsenorge.no/personvern/pasientreiser-samtykke>

**You can also contact us by phone at 05515.**

Remember to enter the date and account number you want the money to be disbursed to. At the end, you also need to sign the application.

If the application has not been signed by the patient, the confirmation of attendance must be attached.

## More information?

Would you like more information? For a complete overview of the regulations relating to patient journeys, you can visit [lovdata.no](https://lovdata.no) to read the patient journey regulations. You can also contact Pasientreiser by phone on 05515 or read more at [helsenorge.no](https://helsenorge.no).