



**You can be reimbursed
for your travels**



If you have travelled to receive treatment, you can apply for reimbursement of your travel expenses.

You may also be entitled to requisitioned transportation by your treatment centre or your patient travel office.

Rights

When you apply for reimbursement of expenses after travelling, the main rule is that you are reimbursed for your travel expenses to the closest centre where the treatment can be provided.

Generally, your expenses will be reimbursed based on a standard rate per kilometre, regardless of what mode of transportation you have used. The journey must be longer than 10 kilometres and will not be reimbursed if you could have travelled with public transportation for a minimum fare.

If your journey is longer than 300 kilometres each way, you will be reimbursed equal to the expense of the cheapest available mode of public transport for the journey. If you are travelling by air, please contact your patient travel office, which will book a ticket for you.

You may be entitled to reimbursement of necessary expenses when using a car, such as parking and toll payments, and in some cases ferry tickets.

This applies if:

- You had to travel to receive urgent care
- Your treatment centre documents that your health condition necessitates the use of taxi or car
- The patient travel office confirms that there is no public transportation for all or part of the journey, necessitating the use of a car

USER FEES

Patients must pay a user fee each way. This means that two user fees must be paid for a round trip. If you have an exemption card, you will not pay user fees. User fees to the patient travel office are included in the earning of an exemption card for user fee group 1.

Apply for reimbursement after the travel

FOOD AND ACCOMMODATION

You are entitled to reimbursement of expenses for food according to standard rates, if it is necessary to be away from home for more than 12 hours.

If overnight accommodation was necessary for the journey, such expenses are reimbursed according to standard rates. If your health condition necessitated overnight accommodation on the journey, your treatment centre must document this. When you require overnight accommodation because of a long journey, you must describe this in the application.

CONFIRMATION OF ATTENDANCE

As a patient, you do not have to provide a confirmation of attendance from your treatment centre when you submit your application to the patient travel office.

Exceptions where confirmation of attendance must be attached are:

- When parents or guardians apply on behalf of a child between the ages of 12 and 18
- When a travel companion is applying for reimbursement of travel expenses
- When close relatives are applying for reimbursement of travel expenses
- When the application concerns exceeded maximum waiting time for healthcare
- For travels to courses or treatments that are not registered electronically
- For individuals with a confidential address
- For travels in connection with organ donation
- For travels in connection with tuberculosis examination

TRAVEL COMPANION

As a travel companion, you are entitled to reimbursement of travel expenses if the treatment centre documents that a travel companion is necessary for health reasons. If you have accompanied a child under the age of 18, you do not need to document that a travel companion was necessary.

FAMILY MEMBERS

Close family members of a patient are entitled to reimbursement of necessary expenses for travels to:

- A patient who has a life-threatening condition, and who is responsible for children under the age of 14 and is unable to travel home, if the treatment centre has confirmed that the duration of the treatment will be at least two weeks.
- Child and adolescent psychiatric outpatient clinics and family welfare centres if the outpatient clinic's manager or the family welfare centre's manager confirms that the family member's attendance is necessary.
- A resource centre for rare disorders and disabilities.
- Courses or training arranged by a health institution, provided that the course or training has medical or treatment-related contents and that participation in the course is necessary for future monitoring of the patient.

Children under the age of 18 are also entitled to reimbursement of expenses when they travel to health care personnel to receive information and necessary follow-up, when the child's siblings or parents have a rare disease or have died.

HOW TO APPLY

Patients and parents or guardians can apply at helsenorge.no for reimbursement of travel expenses. Travel companions and family members must apply using a printed form and send it by post. The form is available to print at helsenorge.no, or from your treatment centre.

Requisitioned travel

If you require adapted transport for your travel, you can receive requisitioned transportation from your treatment centre or your patient travel office. Your treatment centre requisitions the travel when you require adapted transport for health reasons.

Health reasons include:

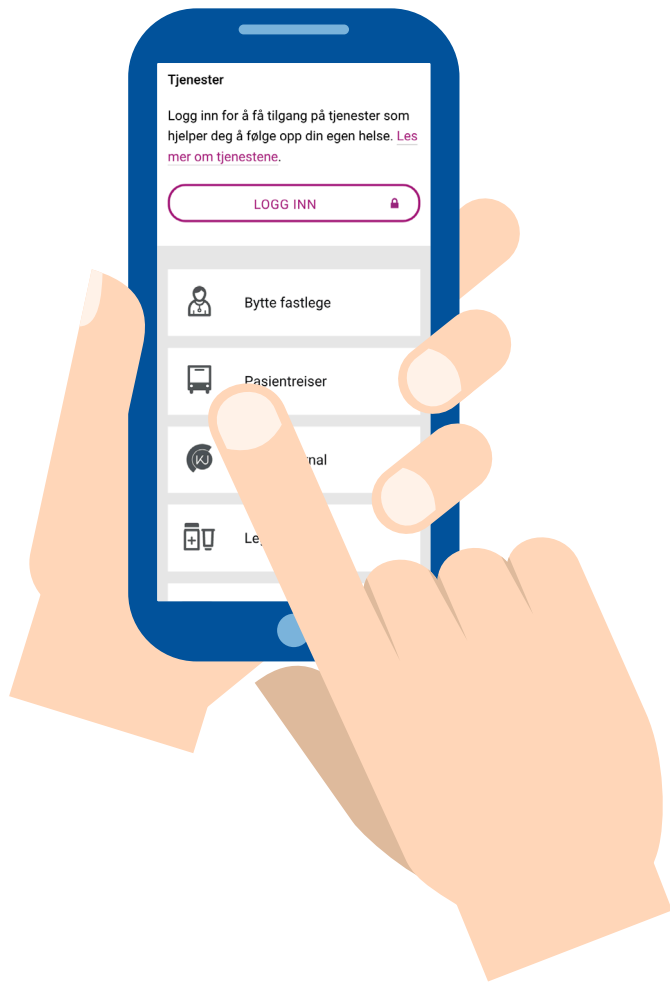
- Significant cognitive deterioration
- Significantly reduced general condition
- Mental health problems that make use of public transportation difficult
- Difficulties sitting, or getting into or out of a mode of public transportation

Your treatment centre must also document whether you have special needs during the journey, and whether you require a travel companion for health reasons. Some waiting time during the journey must be expected. Multiple patients travel together whenever possible.

If there is no available public transportation for the journey you will be making, please contact your patient travel office.

The rates for reimbursement of patient travels and the user fee you will have to pay is determined annually by the Norwegian parliament.

Information regarding applicable rates and user fees is available at [Helsenorge.no](https://helsenorge.no).



**Apply for and read
about patient travel at
Helsenorge.no**



Contact the patient travel office by phone at 915 05 515