

Instructions for completing the travel expenses form

What is covered?

If you have travelled to and from publicly paid medical treatment, you may be entitled to a travel allowance. As a rule, patient trips will be covered by a standard rate per kilometre, regardless of which form of transport was used. The trip must be between 10 and 300 kilometres each way and stretch over more than one tariff zone by public transport. If you have travelled further than 300 kilometres, the equivalent cost of the trip on the cheapest form of public transport will be covered.

How to apply

You may apply for compensation for most travel expenses electronically by logging into your account at helsenorge.no.

Some applications must be sent via the paper-based travel expenses form. This is the case if you, as a patient:

- Have travelled to courses or training
- Received treatment in another EEA country
- Were on a treatment trip organised by Oslo University Hospital.

This is also the case if you are applying as a guardian, foster parent, family member, or travel companion.

Applications should be sent to:

Pasientreiser HF, Postboks 2533 Kjørbekk, 3702 Skien

Applications concerning:

- exceeded maximum waiting time for healthcare
- confidential address
- organ donation
- tuberculosis examination
- children in vulnerable family circumstances

should be sent to:

Pasientreiser HF, Postboks 2864 Kjørbekk, 3702 Skien

General information

- **Guidance and information:** The form consists of two pages. These guidelines provide an explanation for each item on the form. For more information, call the patient travel office by telephone at 05515 (from within Norway). You can also learn more about patient travel and your rights at helsenorge.no.
- **Important note on completing the form:** Remember to sign the form and provide your account number in item 9 before submitting. If you have included information that requires justification or you need to provide additional details, do this under item 8. If you run out of space, you may add a separate sheet. Complete the form using block letters.
- **Sending by post:** You must send the form and any attachments by post, not by email. This is required for your privacy protection. You must pay for postage — the patient travel office does not cover these expenses.
- **One form for each treatment centre:** You must use a separate application form for each treatment centre you have travelled to. If you made several similar trips to the same treatment centre, you may apply for their reimbursement on the same form under item 6.

- **Payments below NOK 100:** Granted amounts of less than NOK 100 will not be paid out. If you submit further applications during the next six months and the total sum is at least NOK 100, you will be paid the full amount.
- **Rates:** The rates for patient travel are determined by the Storting. You can find an overview of applicable rates at helsenorge.no.
- **Submission deadline:** Remember to submit the application form no later than six months after treatment has taken place. The exception to this rule is if you were not in a position to submit the application before, or if a health authority provided you with the wrong information about when to submit the application. If this is the case, you must include supporting documentation from a medical practitioner.
- **Deductible fee and exemption card:** A fee will be deducted for each trip, unless you have an exemption card ("frikort"). If you made a round trip, two deductible fees must be paid. Your exemption card will be automatically registered so there is no need to attach it. If your travel is connected to free choice of treatment, an increased fee will be deducted. In this case, the exemption card does not apply. Deductible fees connected to free choice of treatment are not included in the basis amount for exemption card calculations

You are exempt from paying a deductible fee if you:

- Were under the age of 16
- Were a travel companion
- Travelled for examination, treatment, or control of a communicable disease
- Travelled for examination or treatment of occupational injuries or injuries sustained in a war
- Received compulsory psychiatric day treatment
- Were admitted to compulsory psychiatric hospitalisation
- Travelled to a child and adolescent psychiatric outpatient clinic as a family member
- Were a donor (both in connection with post-examination and the transplantation itself)
- Were transferred between two institutions within one healthcare provider
- Travelled to an abortion board in connection with an application for pregnancy abortion after the 12th week
- Did not receive treatment within the deadline and are subject to a breach of deadline.

If any of the cases above apply to you, you must include relevant documentation. You do not need to attach any documentation if you were under the age of 16 when the travel took place.

- **Free choice of treatment:** If you have travelled to a hospital, district psychiatric centre, or institution that offers multidisciplinary specialised treatment for substance abuse outside of your area of residence, you must pay a higher deductible fee. However, if the centre you have travelled to is the nearest to your home that offers such treatment, you will only pay the ordinary deductible fee.

1. Information about the applicant

State who is applying. You may tick only one choice.

- **Patient:** when you travelled alone as a patient. You do not need to provide a confirmation of attendance if you agree that the patient travel office collects it electronically under item 9.
- **Patient applying for reimbursement for the expenses of a travel companion:** when you attended treatment as a patient and needed a travel companion. You must include documentation from a medical practitioner stating that bringing a travel companion was necessary. Children under the age of 18 do not require documentation for their companions. You do not need to provide a confirmation of attendance if you agree that the patient travel office collects it electronically under item 9.
- **Travel companion:** when you accompanied a patient who travelled to receive treatment. You must include documentation from a medical practitioner stating that the patient needed a travel companion for health reasons. You must also include documentation from a medical practitioner confirming that the patient attended their treatment. If you can prove that public transport was used, travel expenses will be reimbursed for both the patient and the required companion. As a rule, only the expenses of one travel companion will be covered, but you may apply for reimbursement for expenses for two travel companions if you have documentation from a medical practitioner stating that this was necessary for health reasons. Travel expenses will also be covered for two companions if parents accompany a seriously ill child to and from the hospital. If there were two travel companions, include the details about the second one under item 8 or on a separate sheet.
- **Parents/guardians of children under the age of 12:** If you are applying as a parent/guardian on behalf of a child under the age of 12, you do not need to provide a confirmation of attendance if you agree that the patient travel office collects it electronically under item 9.
- **Parents/guardians of children aged 12 to 18 years old:** If you are applying as a parent/guardian on behalf of a child aged 12 to 18 years old, you must provide a confirmation of attendance from a medical practitioner. Alternatively, your child can agree that the patient travel office collects the confirmation of attendance electronically under item 9.
- **Guardians/foster parents:** when you are applying as a guardian and the patient who is under your guardianship attended treatment, or when you apply as a foster parent and your foster child attended treatment. You must provide a confirmation of the fact that you are a guardian or a foster parent. If you were also a travel companion, please include your details under item 3.
- **Close family members:** when you are applying for reimbursement for your expenses as a close family member of a patient. Travel costs incurred by family members are only covered in exceptional cases. The exceptions are:
 - If a child under the age of 14 has travelled in order to visit their parent/guardian who is suffering from a life-threatening disease and unable to travel home from the place of treatment. The attending physician must confirm the life-threatening nature of the condition and that the duration of the treatment was at least two weeks.

- If close family members travelled to a child and adolescent psychiatric outpatient clinic (BUP) or a family welfare centre. They should have been summoned by the outpatient clinic's manager or the family welfare centre's manager. Remember to include documentation that confirms this.
- If close family members travelled to a resource centre for rare disorders and disabilities.
- If close family members attended courses or training arranged by a health institution. To be reimbursed for travel expenses, close family members should have been summoned or referred to the courses or training, the content should have been medical or treatment-related, and participation in the courses or training must have been necessary for future monitoring of the patient. Remember to include documentation that confirms this.
- If children under the age of 18 travel to healthcare professionals who provide them with necessary information and follow-up in connection with their parents or siblings. This applies in the case of parents' or siblings':
 - mental illness
 - substance abuse problem
 - severe somatic disease/injury
 - death

Remember to attach documentation from a medical practitioner that confirms this. This right of reimbursement does not apply if children have travelled to visit or spend time with their parents or siblings.

Close family members must include confirmation of attendance from a medical practitioner.

2. Information about the patient

If you are applying as a patient, parent/guardian, travel companion, guardian, or foster parent, enter the patient's personal details here. If you are applying as a family member, do not complete this section.

3. Information about a travel companion, family member, or parent/guardian

If you are applying as a patient for reimbursement for expenses for a travel companion, or if you are applying as a travel companion, family member, or parent/guardian, fill out this section.

A travel companion is entitled to reimbursement for travel expenses under the same regulations as the patient if the medical practitioner documents that bringing a travel companion was necessary for the patient for health reasons. Patients under the age of 18 do not require documentation for their travel companions.

If you can prove that public transport was used, travel expenses will be reimbursed for both the patient and the required companion.

If you have travelled by car, one standard rate per kilometre will be compensated regardless of the number of passengers. Travel companions do not pay the deductible fee.

If the patient and their travel companion document that public transport was used for a trip of less than 300 kilometres, two standard rates per kilometre will be compensated. If you travelled for more than 300 kilometres, the equivalent cost of the trip on the cheapest form of public transport will be compensated.

How to tick the boxes:

- If your trip as a travel companion, family member, or parent/guardian was identical to the patient's trip, tick the corresponding option.
- If the entire trip was without the patient, tick the box for travelling without the patient.
- If parts of your trip were without the patient, tick one of these options:
 - your trip had a different starting point
 - your trip had a different endpoint
 - you travelled to and from the treatment centre while the patient was being treated.

The extra length of the travel companion's trip without the patient each way (including sections completed by ferry) should be included under item 6. In this section, you can also claim additional expenses such as toll, parking, or the studded tyre fees of a companion travelling without the patient.

As a travel companion, you can also apply for reimbursement for meal and accommodation costs and lost earnings under item 7

Parents of hospitalised children

If you are a parent applying for reimbursement for a trip from or to a healthcare institution where your child was an inpatient, state the reason for your trip under item 8 or on a separate sheet. Remember to include documentation from a medical practitioner explaining the case.

Parents are entitled to reimbursement for their trips to the treatment centre in the following cases:

- If the trip was made to and from an institution in connection with the child being admitted. Remember to include documentation that confirms this.
- If the parents were accompanying a child with a serious or life-threatening illness who was an inpatient at an institution – for example, on a home visit. Remember to document that the child had a serious or life-threatening illness.
- If the institution summoned parents to be with the child on medical grounds, in order to give them information on the development of the illness or provide training in connection with the child's illness and ongoing treatment and care. Remember to include documentation that confirms this.
- If the trip was made by one of the parents once a week after the child had been hospitalised for 14 days. Remember to include documentation of the patient's hospitalisation and a confirmation of attendance.

If you are applying for reimbursement for travel expenses for both parents, provide the details about one of the parents under item 3 and about the other under item 8 or on a separate sheet.

4. Information about the treatment centre

Specify the name and address of the treatment centre, the time of attendance, and when the treatment ended.

Confirmation of attendance

A document confirming that you have attended your treatment can be obtained from available records if the patient agrees to this under item 9. You do not have to provide a confirmation of attendance when you apply for compensation of travel expenses.

Exceptions where confirmation of attendance must be attached are:

- when parents/guardians apply on behalf of a child between the ages of 12 and 18
- when the applicant is a travel companion
- when the applicant is a close family member
- for trips to attend courses or training
- for trips to receive a treatment that was not registered electronically
- when the applicant is a person with a confidential address
- for trips in connection with exceeded maximum waiting time for healthcare
- for trips in connection with organ donation
- for trips in connection with a tuberculosis examination

Free choice of treatment:

If you have used your right to free choice of treatment, tick the corresponding box in the form. In that case, you will pay a higher deductible fee per trip.

If you had to travel outside of your health region (Helse Nord, Helse Midt-Norge, Helse Vest or Helse Sør-Øst) to get to the nearest location where the treatment could be provided, it must be documented by a medical practitioner at a public hospital in your health region. For trips of this kind, you will pay the ordinary deductible fee.

Nearest centre

As a rule, you will be compensated for your travel expenses to the nearest centre where the treatment is offered. For travels to primary health service (for example, your general practitioner), the nearest centre is considered to be anywhere within your municipality of residence. For travels to specialist treatment (for example, hospitals or medical specialists), the nearest centre is considered to be anywhere within your health region. If you have documentation from a medical practitioner stating that it was necessary to travel outside of your municipality or health region to receive treatment because it was not offered there, your travel expenses will also be covered. This documentation must come from a medical practitioner in your original municipality or region. It is not sufficient if the treatment centre you attend states that they are the only ones offering the required treatment.

You will also be reimbursed for your travel expenses outside of the municipality or health region if the treatment centre that you travelled to was the closest geographically to your registered address. This could be the case if you live close to the municipal border. If this applies to you, state the reason under item 8.

Trips under 10 kilometres/within one tariff zone

You can claim for trips under 10 kilometres or trips which could have been made within one tariff zone by public transport if you have documentation from your medical practitioner stating that using a car or taxi was necessary. Your medical practitioner must confirm that the need was due to health reasons or that you travelled to receive urgent care.

You can also be reimbursed for travel within one tariff zone if you would not have been able to attend the treatment by using public transport. In that case, provide an explanation under item 8 or on a separate sheet.

5. Travel to or from a location that is not your registered address

If you have travelled to or from a place other than your registered address, provide the address under this section. Please also state the reason and whether it applies to the trip to and/or from the treatment centre. As a rule, the patient travel office only covers the equivalent cost of the trip from your registered address to the nearest treatment centre and back to your registered address. If your trip was cheaper, you will be reimbursed for travelling from the actual address.

If you travelled from a place other than your registered address because of work, studies, military service, or residing in an institution, you can be reimbursed for travel expenses from your actual place of residence, regardless of whether the trip would be cheaper from your registered address.

Unexpected need for medical assistance

If you had an unexpected need for medical assistance while at a place other than your registered address, your expenses will be compensated if you travelled to the nearest treatment centre. You must attach documentation from your medical practitioner confirming that the trip was due to an unexpected need for medical assistance.

Occupational injuries

If you were injured while at work, travelled to receive treatment, and then returned home to your registered address, your return trip will be reimbursed. You must attach documentation from your medical practitioner confirming that the treatment concerned an occupational injury.

6. Information about the trip

Complete this field if you are applying for reimbursement for additional expenses, several trips to the same treatment centre, or if you have changed the means of transport along the way.

One trip to the treatment centre

If you made one trip to the treatment centre and changed the means of transport along the way or if you are applying for reimbursement for additional expenses, use one row for each means of transport. For example, if you drove a car to an express boat terminal and then took the express boat, use the first row for the section of your trip made by car and the next row for the distance covered by ferry.

Several trips to the same treatment centre

If you made several similar trips to the same treatment centre, use one row of the table for each trip. If you changed the means of transport during your trip, you may use several rows.

If you need more space, you may use item 8 or add a separate sheet.

Additional expenses

Additional expenses such as parking, car ferry, toll, or studded tyre fees will only be reimbursed if the travel was necessary to receive immediate help, or if travelling by car was necessary for health or traffic-related reasons.

If you were travelling to receive immediate help, or if there were other health reasons for travelling by car, this must be documented by your medical practitioner. The relevant documentation must be attached to your application.

If there were traffic-related reasons for travelling by car, such as lack of public transport on the route you are travelling, specify this under item 8 or on a separate sheet.

Documentation

If your need to travel by car was health-related, you must provide documentation from your medical practitioner confirming this. Relevant documentation should be attached to each application. If the trip was made to receive urgent care, you have to document this as well.

If you required a travel companion for health reasons, you must provide documentation from your medical practitioner confirming this.

If you paid for car parking or boat tickets, attach such tickets or receipts to your application. If you have documented the need for a travel companion and both you and your travel companion took public transport, the tickets or receipts should also be enclosed. If parts of your travel have already been paid for or requisitioned by the patient travel office, write "Rekvirert reise" (Eng. "Requisitioned transportation") in the field for means of transport. Toll and studded tyre fees do not need to be documented.

How to fill out the table:

- **Date/time:** If you made one trip to the treatment centre and changed the means of transport along the way or if you are applying for reimbursement for additional expenses, specify the date of your trip.
If you are applying for reimbursement for several trips to the same treatment centre, use this field to specify date and time of the treatment.
- **Means of transport:** Specify the means of transport that was used. If you travelled using multiple types of transport, use one row for each type.
If parts of your travel have already been paid for or requisitioned by the patient travel office, write "Rekvirert reise" (Eng. "Requisitioned transportation") in the field for means of transport. If you travelled by an ambulance vehicle such as a car, boat, or plane, write "Ambulanse" (Eng. "Ambulance") in the means of transport field.
- **Travel from (address):** Write the address you travelled from. If you have travelled from or to a place which is not your registered address, fill out item 5 as well.
- **Travel to (address):** Write the address you travelled to.
- **Round trips:** Put an "X" sign if you made a round trip. If the trip was one way, leave this field empty.

- **Total number of kilometres:** Specify the total length of the trip in kilometres including any sections completed by ferry. If the trip was longer than the shortest available route (due to diversions or other causes), provide a justification for this under item 8.
Please note that if the trip described contains an address without a street name, the distance calculated could be imprecise. In such a case it is especially important that you provide the distance. If you do not know how far you have travelled, you could, for instance, enter the start and end points into an online map service.
If you made a round trip, specify the total number of kilometres for both ways.
- **Toll fee:** Specify the amount you paid for toll roads. If you made a round trip, write the total amount of toll fees for both ways.
- **Ticket(s):** If you travelled by ferry, passenger boat or express boat **without a car**, you may be entitled to reimbursement for the ticket cost instead of the standard rate for that part of the trip. If you travelled by ferry **with a car**, you may be reimbursed for the cost of the ferry ticket if travelling by car was necessary. Remember to enclose the ticket or receipt showing the amount paid. If you travelled with the required travel companion and both of you paid for public transport, two standard rates per kilometre may be compensated if you attach the tickets.
- **Parking:** Specify the amount you paid for car parking. You must attach the receipt confirming your expenses. Remember that the slip you get when entering the car park only shows a reserved amount and is not sufficient to document how much you have paid.
- **Studded tyres:** Specify the amount of the studded tyre fee you paid.
- **Travel companion:** Put an "X" sign if the travel companion made the trip alone. If the patient and the travel companion travelled together, leave this field empty.

When did you leave and when did you return? Remember to specify the date and time of your departure and return. This information must be completed for both the patient and travel companion, family member or parent/guardian, if applicable.

Other additional expenses: In special cases, applications can be made for reimbursement for the cost of car cleaning and the forwarding of luggage. To be able to apply, provide a confirmation from a medical practitioner, any receipts documenting your expenses, and an explanation under item 8 or on a separate sheet.

7. Meals, accommodation, and lost earnings

Fill out this section if you are applying for reimbursement for meal and accommodation costs or lost earnings. There is one field for the patient and one field for the travel companion, family member, or parent/guardian. If the need for a travel companion is documented, the companion is entitled to the same meal and accommodation compensation as the patient.

- **Meals:** If your necessary travel time exceeded 12 hours, you are entitled to a food allowance. It is paid at a set rate, and you do not need to include receipts or documentation of your expenses. Enter the number of days for which you are claiming the food allowance, and specify when the journey and the treatment started and ended in the relevant fields under items 4 and 6. If the journey took longer than 24 hours, then six or more hours into a new day will be considered as a whole day.
- **Accommodation:** Accommodation is reimbursed at a standard rate if it was necessary on your trip. If you required accommodation on health grounds, you must include documentation from your medical practitioner, justifying this need. If accommodation was required due to the length of your trip or other traffic-related reasons, explain this under item 8. Enter the number of days you are claiming compensation for, and specify when the trip and the treatment started and ended in the relevant fields under items 4 and 6.

As a patient, you may choose to stay overnight at the treatment centre instead of travelling home between treatments. In this case, your meal and accommodation expenses will be reimbursed up to the amount it would have cost you to travel back and forth. If this is the case, you must describe the stopover and expenses under item 8 or on a separate sheet. Please also specify the dates of the trips.

Remember to include any receipts for accommodation expenses. Private accommodation will not be compensated for. Meal and accommodation costs while an inpatient will not be reimbursed either. This also applies to travel companions.

- **Lost earnings of the patient:** If you attended treatment for an occupational injury, you may be reimbursed for lost earnings if your trip took more than two hours. Enter the number of hours you are claiming reimbursement for. Lost earnings are compensated according to the rate determined by the Storting. You must include the occupational injury decision, confirmation from the medical practitioner that you attended treatment for an occupational injury, and documentation showing the lost earnings. The latter includes documentation of your hourly wage, the length of your absence, and the amount deducted from your salary.
- **Lost earnings of the travel companion:** If you accompanied a patient on their trip to the treatment centre, you may be reimbursed for lost earnings. Lost earnings are compensated according to the rate determined by the Storting. Enter the number of hours you are claiming reimbursement for.

Provide documentation showing the number of hours deducted from the salary and the amount deducted. Remember that documentation from employers or accountants confirming lost earnings must be attached. If you are applying for reimbursement for the cost of hired help, it must also be documented.

8. Reasons or other information

Use this field if you have provided information that requires reasons or other additional details. If you need more space, you may add a separate sheet.

9. Consent, signature, and bank account number

Applications are processed completely or partially automatically depending on what you are applying for. If you want to opt out of the complete or partial automatic processing, please state that in the free text field under item 8 or on a separate sheet. When you opt out of the automatic processing of your data, you must enclose all documentation necessary for case processing such as confirmation of attendance and proof of an exemption card. Please also keep in mind that it may take longer to process an application manually without the help of computer systems.

Only the patient can give their consent that the patient travel office obtains a confirmation of attendance for them. This information is collected from the Norwegian Patient Registry (NPR) and the Control and Payment of Health Reimbursement (KUHR) Database.

You can learn more on how the patient travel office processes your personal data at helsenorge.no:

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

You can also contact the patient travel office by telephone at 05515 (from within Norway).

If the patient has not signed the application, a confirmation of attendance must be enclosed.

Remember to specify the date and your bank account number where you wish to receive the payment. Sign the application form at the end.

Need more Information?

Do you need further information? For a complete overview of the legislation related to patient travel, go to lovdata.no and read the Patient Travel Regulation. You can also contact the patient travel office by telephone at 05515 (from within Norway) or read more at helsenorge.no.