

Welcome to the Astrid Lindgren Children's Hospital



Photos: Danish Saroee

The Astrid Lindgren Children's Hospital is a part of Karolinska University Hospital, with facilities in several locations in Stockholm. Your appointment notification tells you where to go for your visit. This information sheet tells you what you should know before visiting us. There is also information on the Karolinska website, karolinska.se, and at 1177.se



HOW TO FIND US

Your appointment notification tells you where to go for your visit. This information is important because our clinics, wards and testing centers are located in several different places in Stockholm.

Addresses and contact information are also available on karolinska.se, along with maps and parking information. If you want to use a map service, we recommend Eniro.se or Hitta.se. Please note that the hospital in Huddinge gives its corridors street names, like Kirurgigatan and Barnigatan, which are not found in the map services.

Construction projects are underway in Huddinge and Solna that might affect accessibility and parking availability. Please allow yourself extra travel time.



IF YOU CAN'T MAKE THE APPOINTMENT TIME

Contact the clinic or department as soon as possible if you can't make the appointment time. The contact information is found on the notification and also on the clinic's page at karolinska.se.

If you miss an appointment or cancel it less than 24 hours beforehand (72 hours before admission for surgery), you will be billed SEK 400. This applies even if you have an exemption card (frikort) and for people under 18. You can reschedule the appointment twice; after that we reassess the need for care at our facility.

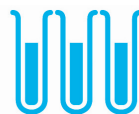


DROP IN TO PLAY THERAPY

You are welcome to visit the hospital's play therapy and youth activities, a place for play and creative activities for all ages. Visiting play therapy in connection with your hospital visit often makes the trip a positive experience. You do not need to sign up in advance.

In play therapy, children can play their worries away using dolls and hospital materials they recognize. There are many other alternatives for older children and teens. The staff will be happy to help.

In Solna, Play Therapy is located on Eugeniavägen 3, level 4, F4:76. Young people are welcome to visit level 3, C3:34. In Huddinge, Play Therapy is at K57.



WE WANT TO KEEP CERTAIN SAMPLES

Sometimes we want to save blood or tissue samples for future care, as well as for research and development of new treatment methods. The samples are stored in a biobank, which is protected under the Biobanks in Medical Care Act.

In these cases, the healthcare staff will ask you what you want done with the samples. For more information about biobanks, visit 1177.se.



PATIENT RECORDS – SAFETY AND CONFIDENTIALITY

To be able to offer the best possible care, we use the shared patient records system for the County of Stockholm. This allows important patient information to be shared with other caregivers. The aim is to gain a more holistic view of diagnoses, test results, care, treatments and so on. You should not have to repeat your entire health history every time you come to a new caregiver. The data is protected with support of the Patient Data Act.

Patients can block any data they do not want other caregivers to see. This also applies to patients under age 18, depending on age and individual maturity. Guardians cannot block their child's records.

For more information on patient records, visit karolinska.se or 1177.se. You can read the Patient Data Act (in Swedish) at the National Board of Health and Welfare's website, socialstyrelsen.se. For a summary in English, see <https://www.imy.se/other-lang/in-english/the-patient-data-act/>

When a patient is referred from a region outside of Stockholm, release notes/final notes – a summary of the provided care – will be sent to the referring doctor.



NO SMOKING OR PERFUMES AT THE HOSPITAL

Smoking is not permitted in the hospital area. We also ask you not to wear perfume or use scented products.



QUALITY DATABASES AND RESEARCH

To develop and secure quality of care, patient data can sometimes be entered in various quality databases. Patient data can also be used in research. If you do not want your data to be used, we ask you to inform the care staff. Read more about how we process personal data under GDPR at karolinska.se.



PATIENT SAFETY COORDINATOR

If you have difficulty getting in touch with the right person, or want to share your comments with someone other than the care staff, you can turn to the patient safety coordinator. The patient safety coordinator serves as a link between involved parties and is bound by confidentiality. For more information, visit karolinska.se/vardsynpunkter.



HEALTHCARE GUARANTEE

The healthcare guarantee (vårdgarantin) in Stockholm means that you normally should not have to wait more than 30 days for an initial appointment, counted from the date when the referral was written (however, during the pandemic this period has been adjusted to 90 days). If the doctor or healthcare staff determines that you need an operation or treatment, this should begin as soon as possible – no more than 90 days after the decision. Please note that in some cases there may be medical reasons to postpone care.



SOMETIMES PROCEDURES ARE CANCELED

We provide both planned and emergency care. Sometimes a lot of urgent cases arrive in a short time and the department's availability changes. In such situations, we may need to postpone your planned procedure.

If an operation is canceled less than 48 hours before the scheduled time, you may be entitled to compensation. Speak to your operating room scheduler for more information.



HEALTHCARE FORUMS

Healthcare forums are a meeting place for patient influence, where you as a visitor can contribute your own experiences at the hospital. Your comments and suggestions for improvements are passed along to the appropriate managers at Karolinska. You can also receive guidance on where to turn for various questions about health and medical care. Read more at karolinska.se/vardforum



MORE INFORMATION

Read more about regulations and what to expect when receiving care from us and about your rights as a patient at karolinska.se. You can also find answers to common questions there.



WANT TO TALK TO SOMEONE ABOUT YOUR CARE?

We work continuously to improve patient safety, so we want to know what you think. Our care staff will answer questions and take note of comments.

E-services on the healthcare guide website 1177

The e-services on 1177 allow you to contact our clinics securely by cell phone, tablet and computer.

E-services include renewing prescriptions, booking, canceling and rescheduling appointments and requesting to be contacted. Please note that the information on 1177.se and in the e-services is in Swedish.

The range of services varies from clinic to clinic. Visit the clinic's page on karolinska.se to see which e-services are available.

Parents can access the services for their children through the parent's own login. More information is available on 1177.se.

The 1177 e-services are also available as an app.

Tip

You can see information about various treatments, in some cases specifically for children, on 1177.se.