

Welcome to the Astrid Lindgren Children's Hospital



Photos: Danish Saroee

Astrid Lindgren's Children's Hospital is part of Karolinska University Hospital and operates at several locations in Stockholm. The location for your appointment is specified in your appointment letter. This leaflet contains useful information ahead of your appointment. Additional information is also available on Karolinska's website, karolinska.se, and via Region Stockholm's app, Alltid Öppet.



HOW TO FIND US

The location for your appointment is specified in your appointment letter. This information is important as our clinics, departments, and sampling units are situated at various locations across Stockholm. To provide the best possible care, patients are sometimes transferred between Solna and Huddinge.

Addresses and contact details are also available on karolinska.se, along with maps and information about parking facilities. If you are using a map service, we recommend Eniro.se or Hitta.se. Please note that the Huddinge hospital uses corridor names, such as "Kirurgigatan" and "Barnkatan," which are not included in map services.

Both Huddinge and Solna are undergoing construction projects that may affect accessibility and parking. We therefore recommend allowing extra time when planning your visit.



IF YOU CAN'T MAKE THE APPOINTMENT TIME

Please contact the clinic or department as soon as possible if the scheduled time is not suitable for you. Contact details can be found in the appointment letter or on the clinic's page at karolinska.se.

If you miss your appointment or cancel less than 24 hours in advance (72 hours before surgery, a fee of 400 SEK will be charged. This applies even to those with a healthcare exemption card and to individuals under 18.

If you reschedule your appointment more than twice, we will reassess the need for care at our facility.



DROP IN TO PLAY THERAPY

You are very welcome to visit 'Lekterapin' - the hospital's Play Therapy Unit and youth activities. Here, we offer play and creative activities suitable for all ages. Visiting the play therapy unit in connection with your hospital visit often provides a positive experience. No prior registration is required.

The Play Therapy Unit also features "Medical Play," where children can use play to ease their worries. For teenagers, there are many other options available. Speak to the staff, and they will assist you.

In Solna, the Play Therapy Unit is located at Eugeniavägen 3, Floor 4, Room F4:76. Teenagers are welcome on Floor 3, Room C3:34. In Huddinge, the Play Therapy Unit is located at K57.



WE WANT TO KEEP CERTAIN SAMPLES

On occasion, we may request to save blood or tissue samples for future care or for research and the development of new treatment methods. These samples are stored in what is known as a biobank and are protected in accordance with the Biobank Act.

If this becomes relevant, healthcare staff will ask for your consent and provide further guidance. Additional information about biobanks is available on 1177.se.



PATIENT RECORDS – SAFETY AND CONFIDENTIALITY

To provide the best possible care, we use a coordinated patient record system for residents of Region Stockholm. This allows important patient information to be shared with other healthcare providers, offering a more comprehensive view of diagnoses, test results, care, and treatments. The goal is to ensure that you do not need to repeat your medical history when seeing a new healthcare provider.

All information is protected in accordance with the Patient Data Act, and patients have the right to restrict access to specific parts of their medical records if they do not wish to share them with other healthcare providers. This right also applies to patients under 18, depending on their age and maturity. Guardians do not have the right to block access to their child's medical records.

For more information about patient records, visit karolinska.se or 1177.se. The Patient Data Act is available on the Swedish National Board of Health and Welfare's website.

If you have been referred from a region outside Stockholm, a discharge summary (i.e., a summary of the care provided) will be sent to the referring healthcare provider.



NO SMOKING OR PERFUMES AT THE HOSPITAL

Please note that smoking is not permitted on hospital premises. We also kindly ask that you refrain from using perfume or scented products.



QUALITY DATABASES AND RESEARCH

To improve and ensure the quality of care, patient information is sometimes entered into quality registries. Patient data may also be used in research studies. If you do not want your information to be used in this manner, please inform the healthcare staff.

For more information about how we handle personal data in accordance with GDPR, visit karolinska.se.



PATIENT SAFETY COORDINATOR

If you have difficulty reaching the appropriate person or wish to share feedback with someone other than the healthcare staff, you are welcome to contact a patient safety officer. They act as a liaison between the parties involved and are bound by confidentiality.

For more information, please visit karolinska.se.



HEALTHCARE GUARANTEE

The healthcare guarantee in Stockholm ensures that you will have an initial consultation within 30 days starting from the date your referral is issued. If healthcare staff determine that you require treatment, it should begin as soon as possible, and no later than 90 days after the decision has been made. Please note that, in certain cases, medical reasons may necessitate postponing care.

For more information about the care guarantee, visit 1177.se.



SOMETIMES PROCEDURES ARE CANCELED

We provide both scheduled and emergency care. At times, a sudden influx of critically ill patients can impact the availability of resources in the department. Unfortunately, this may require us to reschedule your planned visit.

If a scheduled surgery is canceled less than 48 hours before the planned time, you may be eligible for compensation. For more information, please speak with your surgery coordinator.



WANT TO TALK TO SOMEONE ABOUT YOUR CARE?

We are continuously working to improve patient safety and would like to hear your thoughts. The healthcare staff are available to answer questions and receive your feedback.



MORE INFORMATION

For further details about your care with us and your patient rights, please visit karolinska.se. There, you can also find answers to frequently asked questions.

Karolinska is a university hospital and ranked as the sixth-best hospital in the world. Our mission is to excel in tackling complex medical challenges and to lead the advancement of healthcare. Sometimes, we need your help to achieve this.

We train the healthcare professionals of the future, which means you may occasionally meet students during your visit. You may also be asked to participate in clinical studies or innovation projects.

Learn more about how you can contribute to research, education, and innovation at karolinska.se/patientinvolvering.

ALLTID ÖPPET

With the Alltid Öppet app, you can securely connect with our clinics via your mobile phone or tablet.

You can, for example, chat with the department, renew prescriptions, book appointments, cancel or reschedule visits, or request a callback. The range of services may vary between clinics.

Visit 1177.se for information about various treatments, some of which are specifically tailored for children.