Welcome to Astrid Lindgren Children's Hospital

Astrid Lindgren Children's Hospital has clinics in several locations in Stockholm. Read your appointment letter carefully to make sure you go to the right one.

If you cannot attend

If you need to rebook or cancel your appointment, do so as soon as possible but no later than 24 hours in advance. You do this by going on to My Health Care Contacts (Mina vårdkontakter) which you will find on the page for the relevant unit on our website: www.karolinska.se/mottagningar_avdelningar and on www.1177.se. You can also telephone the clinic where your appointment has been arranged. The telephone number is on your appointment letter and also on our website; see the link address above. If you miss your appointment or do not cancel in time, you will have to pay a fee. This also applies to those who have a free card and those aged under 18.

Your child’s medical records – security & confidentiality

To be able to give you the best possible care, we use what we call coherent medical record-keeping. This means that we and other care providers (such as other hospitals, local clinics, etc.) can share information about your child. The intention is to obtain a more comprehensive picture of your child’s care needs and patient information. You will not have to repeat your medical history when you see a new care provider. The information about your child is protected by the Swedish Patient Data Act.

Patients may block access to details in their medical records that they do not want other care providers to see. Patients who wish to block all or some details in their medical records should contact Journalservice (the medical records service) at Karolinska via www.1177.se Mina vårdkontakter, and look up Journalservice, Karolinska or the relevant clinic. According to the Patient Data Act, legal guardians do not have the right to block access to their child’s medical records. Patients under 18 years of age may in certain cases block access to their medical records. Today there is no specific age limit for blocking access to records; rather, it depends on the age and the degree of maturity of the individual. This is decided in consultation with care personnel. Patients aged under 18 may in certain cases block access to their medical records. Today there is no specific age limit for blocking access to records; rather, it depends on the age and the degree of maturity of the individual. This is decided in consultation with care personnel.

We like storing your child’s specimens

When visiting a hospital or local clinic, patients are often required to give blood and tissue specimens. These specimens may be stored in a so-called biobank. The specimens are protected by the BioBank Act.

The stored specimens are important and may be used in your child’s future care, and also in the research and development of new treatment methods.

The care personnel you meet will ask you what you want done with your child’s blood and tissue specimens. They can also answer any questions you may have.

Quality registries and research

To further develop and ensure the quality of care, your child’s information may be entered in various national and regional quality registries. This information may also be used in research. If you do not want this to happen, please notify your care personnel.

Do you need to exercise the care guarantee?

The care guarantee means that patients should not need to wait more than 30 days (from when a referral was issued) until their first appointment with us. Treatment shall begin no later than 90 days after a decision is made on treatment. If you need to wait longer than that, you may exercise your right to the care guarantee. You should then contact the County Council’s Health Care Guarantee Office: 08-123 134 00.

Please note that there might sometimes be medical reasons for changing the date of treatment.
Treatment is sometimes rescheduled  
Apart from carrying out scheduled treatment, we also receive patients who require emergency care. At times, many emergency patients can arrive within a short space of time, and when this happens the capacity situation at our facilities can rapidly change. For this reason, we ask for your understanding if we call and change your child’s appointment for scheduled treatment.

If a scheduled operation is cancelled less than 48 hours before the schedule operation, it is possible to seek compensation. For more information on this, talk to your child’s operation scheduler.

Do you have an opinion about the reception and care received or treatment?  
We are constantly working to improve patient safety, and would therefore like to know what you think.

The personnel at the clinic make note of the opinions expressed and answer questions about care.

There are patient guides available to talk to if you feel you cannot talk to other members of personnel. You can voice criticism, ask questions or give suggestions about improvements. The patient guides can ensure that your opinions reach the operations managers.

Telephone number for the patient guides: 08-517 726 70.  
Email: patientvagledare@karolinska.se  
www.karolinska.se/vardsynpunkter

The Patients’ Advisory Committee is an independent and impartial agency that handles all kinds of problems relating to healthcare.  
www.patientnamndenstockholm.se

The Health and Social Care Inspectorate of the National Board of Health and Welfare is responsible for investigating patients’ complaints and the reasons for mistakes being made, and for seeing what needs to be done to avoid such mistakes happening again.  
www.ivo.se

A smoke-free and perfume-free hospital  
Astrid Lindgren Children’s Hospital is a smoke-free hospital. There are specially allocated areas where smoking is permitted. Avoid using perfumed skin and body products at the hospital.

Please do read more about what your treatment here involves and what your rights as a patient are at: www.karolinska.se/dinvard

My Health Care Contacts  
You now have an easy system for managing your health care contacts online. You can contact your clinic whenever you wish, day or night. The e-service My Health Care Contacts ensures your privacy when you ask questions of members of personnel, book appointments and renew prescriptions. All you need to do is create a personal user account. You create your account on Vårdguiden’s website: www.1177.se.

My Health Care Contacts can also be used by a representative of the patient, which means that parents can represent their children. This means that you can attend to matters relating to your child by logging in yourself on My Health Care Contacts.

Read more about the Health Care Contacts Service on www.1177.se. You can also find out further information about your clinic.

My Health Care Contacts at Karolinska  
If your clinic offers e-services, there are links to My Health Care Contacts at the top of the page for your clinic on karolinska.se: www.karolinska.se/mottagningar_avdelningar

www.karolinska.se/alb