

Assistive devices – patient information

You have been prescribed an assistive device by healthcare staff within health and medical care in one of the municipalities in Blekinge or in Region Blekinge. The assistive device is a loan item and is owned by the Assistive Devices Centre (Hjälpmedelscenter), Region Blekinge. If you wish to adjust the settings or are not satisfied with the assistive device for any reason, please contact the healthcare professional who prescribed it. Do not make any adjustments or changes to the assistive device yourself.



Use and responsibility

You are required to follow the instructions in the user manual and comply with the guidance given by the person who prescribed the assistive device. You must take care of the loaned assistive device, which means keeping it clean, using it according to the instructions, and storing it in a way that prevents theft or damage.

If the assistive device is damaged, lost or stolen, you may be liable for compensation if you have been careless with it. The same applies if you fail to take proper care of your assistive device.

You must report any damage or loss to the healthcare professional who prescribed the assistive device. In the event of theft, you must also file a police report.

In most cases, assistive devices are classified as personal property under your home insurance policy. If the assistive device is expensive, you are advised to contact your insurance company to check whether its value is covered by your insurance policy. If you would like to know the insurance value of your assistive device, you can contact Assistive Devices Centre customer service.

The Assistive Devices Centre or healthcare services do not compensate for damage to or within the home that occurs in connection with the use or storage of assistive devices.

You may not lend, sell, pledge, transfer or rent out the assistive device.



Repair

If the assistive device breaks, you must report it so that you can receive help with repair. Contact your prescriber or error reporting/technical service at the Assistive Devices Centre. Repairs are free of charge for normal wear and tear and are carried out by the Assistive Devices Centre.



Fees

Most assistive devices are provided on loan free of charge, but there are also assistive devices for which a fee is charged. The prescribing healthcare professional will inform you about this. The assistive device is still provided on loan, even if you pay a co-payment or an annual fee. More information about fees for assistive devices in Blekinge can be found at Patient fees in Blekinge on 1177.se.



Relocation

If you plan to move, you must contact the healthcare professional who prescribed your assistive device. If you move within Blekinge County, you can in most cases take your assistive device with you. You are responsible for transporting the assistive devices to your new home yourself. Exceptions are care beds and ceiling lifts, which may only be assembled/disassembled and moved by the Assistive Devices Centre staff.

If you are moving from Blekinge County, you should contact the healthcare professional who prescribed your assistive device well in advance. The prescribing healthcare professional will check whether your new home municipality or region is willing to take over the assistive devices you are borrowing, or whether you will be provided with new assistive devices at your new place of residence. If you move without informing your prescribing healthcare professional, you are responsible for ensuring that the assistive devices are returned to Assistive Devices Centre, Region Blekinge. If you do not return the assistive devices, you will be liable for compensation.



Return

When you no longer need the assistive device, or no longer meet the criteria for it, it must be cleaned and returned. You can contact your prescribing healthcare professional or call the Assistive Devices Centre's transport planner directly. The assistive devices will be collected from your home free of charge.

If you do not return your assistive device when instructed by your prescribing healthcare professional, you will be liable for compensation.



Contact information: Assistive Devices Centre

Customer service

Tel: 0455-73 63 35, option 1, telephone hours 8:00 am–12:00 pm and 1:00 pm–3:30 pm. Email: hjalpmedelscenter@regionblekinge.se

Fault reporting/technical service

Tel: 0455-73 63 35, option 2, telephone hours 8:00 am–9:00 am and 1:00 pm–2:00 pm. E-mail: tekniskservice.hmc@regionblekinge.se

Transport planner

Tel: 0455-73 63 35, option 3, telephone hours 8:00 am–12:00 pm and 1:00 pm–3:30 pm. Email: transport.hmc@regionblekinge.se

