



JÖNKÖPING UNIVERSITY

What to do in situation of illness or a crisis situation when you are in Sweden as a visiting student

In case you are planning to study at Jönköping University, you need to know what action to take or how to act in case of illness and an emergency.

The first thing to do is to double check whether you have insurance covering doctors' fees, hospital care, and even home transport. If not, please make sure you arrange these documents as soon as possible.

Health insurance

Exchange students admitted at Jönköping University (JU) receive a supplementary health insurance, which covers **emergency** medical and dental care. The insurance applies during direct travel between the home country and Sweden, during the education period, as well as two weeks prior to the start of the studies and two weeks after the end of the studies. The insurance applies 24 hours a day in the Schengen region. Details about the insurance terms and conditions can be found here under “Supplementary insurance – exchange students” in the right hand column: <http://ju.se/student/en/studies/rights-and-regulations/insurances-for-international-students-at-jonkoping-university.html>

Please note: Citizens of a Nordic country, EU/EEA country, Switzerland, or other country with which a convention regarding medical benefits exists: if students are in need of other medical assistance that is not an emergency, the students' must have a EU card or similar from their home country. These students will be expected to pay the same health care fees as Swedish residents.

Since the insurance is for emergencies only, students are recommended to get a separate insurance.

If you get ill or have an emergency please do the following:

1. Call 1177
This is the phone number to what we in Sweden call “Vårdguiden” or “The Health Guide”. This line gives you access to health care advice twenty-four hours a day, all year-round, all over Sweden. Nurses at 1177 answer questions, determine the need for further care, provide advice and/or recommend Health Care Centers. You can also visit: their website www.1177.se
2. Illness not necessitating hospital care: call 1177, contact the Student Health Care or a Health Care Center (see information to Wetterhälsan below).

3. If you need simple hospital care: call 1177 or contact a Health Care Center (see information to Wetterhälsan). If needed, they will refer you to the hospital.
4. In case of emergency, call 112. This phone number is the direct line to the European Emergency Services (SOS), and is reachable 24/7 wherever you are in Europe. You can call 112 for health emergencies, but also to reach the police or the fire department. Important: you can always call this number, even if you have no credit on your phone. In case of a health emergency you can also go directly to the emergency at the County Hospital Ryhov.
5. County Hospital Ryhov in Jönköping, telephone number: +46 (0)10 - 241 00 00. Through the switchboard you can reach Health Care Centers, the emergency ward and the psychiatric emergency ward.
6. If you are admitted to a hospital: contact the International Relations Office, your contact person, your family (if needed), or, if necessary, your Embassy in Stockholm
7. If you have a traffic or car accident, you may be taken to the nearest hospital by local police or ambulance service. According to importance, they may contact the International Relations Office, your contact person, friend, family and/or your Embassy if necessary.
8. In case of force majeure or natural catastrophe: follow radio instructions, the instructions from the local authorities and contact, if possible, the International Relations Office, your Embassy and family.
9. In case of death: local hospital certifies the death and contacts the police. They contact the home Embassy, especially in the case of persons from outside the European Community (or the central police administration ((RPS)) in Stockholm contacts the police administration in the home country for notification to family). Necessary steps to be taken are decided upon thereafter. International Relations Office will also be notified by local police.

Health Care Center

Jönköping University and the Health Care Center, Wetterhälsan, have an agreement regarding health care for international students. Emergency health care costs are regulated between Wetterhälsan, the University and the insurance company.

Phone: +46 (0)36 - 32 66 77

E-mail: info@wetterhalsan.se

Visiting address: Batterigatan 9, 553 05 Jönköping

You are also free to choose another health care center. If you chose a different one from Wetterhälsan you pay the health care costs directly to the Health Care Center of your choice and seek reimbursement for the cost from the insurance. Information on which form to use and how to apply for reimbursement you can find on JU student website <http://ju.se/student/en> under the topic "Studies" and "Rights and Regulations".