

Information for those who have been prescribed nutrition products or enteral nutrition supplies

Products are ordered via :

- 1177 Healthcare Guide e-services



<https://regionservice.vgregion.se/lmn/bestallningleverans/>

- Customer Service, Skövde Depot
Telephone: 010 – 441 31 90

How and when do I receive the products I have been prescribed?

The products are delivered to your home or to a collection point within five working days. You can choose to receive the whole or part of your prescription. If you would like a new delivery, you place an order either via 1177.se or by calling Customer Service.

Home delivery

- Notify any change of delivery address, door code, or telephone number.

Delivery to a collection point

- If you would like a relative to collect your products, they will need to present some form of identification.
- If you do not collect your products within 7 days, they will be returned.

Claims and returns

Returns can only be made in direct connection with an order and only if the inner packaging is unbroken. Surplus products cannot be returned. If you have received the wrong product, the wrong amount, or if the transport packaging is damaged, please contact Customer Service or use the form on the LMN website:

<https://regionservice.vgregion.se/lmn/bestallningleverans/avvikelser/retur/>

How much do I pay? *

- **Nutrition – children**
For those under the age of 16, the patient charge is 120 kronor per withdrawal for a maximum of 90 days' requirements. If several withdrawals are made during this period, the charge is 120 kronor per delivery.
- **Nutrition – adults**
For those over the age of 16, the patient charge is 50 per cent of the value of the products. For patients whose diet is made up entirely of prescribed nutrition products, what is termed full nutrition, the maximum charge is 1,500 kronor per month.
- **Enteral nutrition supplies**
Enteral nutrition supplies are provided free of charge to both children and adults.

When will I receive the invoice?

The invoice will be sent to you by post the month after you have received your delivery.

If you have any questions regarding the invoice, please call the Patient Invoice Unit on 010 – 441 01 00.

*Patient charges	
Nutrition pump Enteral nutrition supplies	No charge
Distribution	No charge
Nutrition products Children under 16 years	120 kronor for a maximum of 90 days' requirements.
Nutrition products Adults	50 per cent of the total value of the products. If your diet is made up entirely of these products, the charge is 1,500 kronor per month.

Important to bear in mind if you change your residential situation

If you move from regular housing (your own home) into specialist accommodation, the prescriber must be contacted to ensure the cost of your products is correct.