

Engelska – Bra att känna till inför ett besök hos oss

Welcome to Folktandvården Västra Götaland

Useful information before visiting us

Folktandvården (the Public Dental Service) can be found throughout Sweden and Folktandvården in Västra Götaland is represented in all 49 municipal areas in the region.

In Västra Götaland, dental care is free of charge up to the age of 23. If you are older, there are two alternatives: you can pay after each visit or you can choose “Frisk tandvård” (Oral Healthcare) – dental care at a fixed monthly cost. Contact the clinic that you normally attend if you would like to know more about Frisk tandvård or about the cost of different treatments. If you do not attend a specific clinic on a regular basis, you can simply contact your nearest Folktandvård clinic.

Visit the website www.1177.se/Other-languages if you would like to know more about how the Swedish dental care system works.

Emergency dental care

In case of emergency, you should in the first instance contact the clinic that you normally attend. If you do not attend a specific clinic on a regular basis, you can simply call your nearest Folktandvård clinic for guidance. If the clinic is closed, you can contact the Folktandvården emergency clinic in your area. You can also call the Healthcare Advice Line on 1177.

Interpreter

Contact your clinic if you require an interpreter during your forthcoming visit to Folktandvården. The services of an interpreter are free of charge.

Text message reminder

If you have given us your mobile telephone number, you will receive a reminder by text message one or two days before your scheduled appointment. The appointment still applies even if for technical reasons you do not receive the text message.

Reschedule your appointment

If you are unable to keep your appointment you can use the password on your appointment slip to reschedule your appointment via our website www.folktandvarden.se/vgregion. Visit the page “Boka om din tid”. You can also contact your clinic directly by telephone or e-mail. The easiest way to find the contact details is via our website www.vgregion.se/folktandvarden/hittamottagning

Always contact your clinic if you need to cancel

If you need to cancel, it would be good if we could offer the time to someone else as soon as possible. You should therefore cancel your appointment by telephoning or e-mailing your clinic directly, no later than 12 noon on the weekday before the day of your appointment. If you are ill on the same day as the appointment, contact your clinic no later than one hour after it opens.

Non-attendance will be charged (applies to both children and adults)

If you arrive late or fail to keep your appointment, you will still need to pay for the appointment. The same applies for late cancellation.

Choose how you wish to pay for your appointment

You can pay for your dental care in cash or by card. Some clinics only accept payment by card. Check with your clinic if you would like to know what system they apply.

If you are not satisfied

It is important for us at Folktandvården that as a customer you are satisfied with the way you are dealt with and the treatment you receive from our dentists, dental hygienists and dental nurses. If for any reason you are dissatisfied, you are welcome to contact us so that we can improve.

You should in the first instance contact the person who provided the treatment and tell them what you feel was wrong and why. You can then contact the head of the clinic in question.

You can also send an e-mail with your views to the quality unit at Folktandvården Västra Götaland. The e-mail address is: synpunkter.folktandvarden@vgregion.se

Questions

You are always welcome to contact us at Folktandvården if you have any thoughts or questions. You should in the first instance contact the clinic that you normally attend.