

IN ENGLISH

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AT APOTEKET

Apoteket sells both non-prescription and prescription medicines. In order to collect prescription medicine at a pharmacy, a doctor or other prescriber must have prescribed the medicine and you must be able to prove your identity. Usually the prescription is sent electronically to the pharmacy via a secure connection but sometimes you will receive it on paper. When you receive your prescription on paper you must take it with you to the pharmacy when you collect your medicine.

Generics – interchangeable medicines

By law, pharmacies must offer their customers to replace a prescribed medicine with a cheaper equivalent if such a replacement is available at the local pharmacy.

The pharmacy staff will inform you when they change medicine, but you can choose to collect the medicine prescribed by the doctor and pay the higher price if you wish. If there are medical reasons to not change the medicine then the doctor can indicate this on the prescription.

The Medical Products Agency decides which medicines are equivalent and thus interchangeable. The medicines may have different names, appearances and packaging, but contain the same active ingredient.

Pharmaceutical benefit scheme

Limited costs for medicines

In Sweden there is a reimbursement system for prescription medicines, which means that you will only pay a maximum of 1 800 SEK per year for medicines that are part of the system. The county council pays any costs exceeding 1 800 SEK. The Dental and Pharmaceutical Benefits Agency, TLV, is the authority that decides which medicines are included in the pharmaceutical benefit system.

Medicines included in the system:

- most prescription medicines
- consumables for stoma care
- consumables required to administer medicines and
- consumables required for self-checking of medicine.

When you have bought prescription medicine for 1 800 SEK during a period of twelve months you are entitled to a free pass for the rest of the period. This means that you won't pay for medicines during that period. Before you reach the level required for a free pass, you will receive a discount according to the table below. The medicines for all children under the age of 18 in a family count towards a single, common benefit scheme.

How to join the high-cost database

The simplest way to benefit from the pharmaceutical benefit system is to join the high-cost ceiling database. You can join by talking to the staff at the pharmacy where you collect your medicines. Once you are part of the high-cost ceiling database, the system keeps track of how much you have paid for medicines during a high-cost ceiling period, and when you reach the ceiling of 1 800 SEK. Because all pharmacies are connected to the same database it doesn't matter which pharmacy you use.

If you wish you can also benefit from the system by keeping track of your purchases manually. If you choose not to join the high-cost ceiling database, you must always bring a high-cost ceiling certificate with you when you buy medicines so that the pharmacy knows what size discount you should receive.

You are entitled to take part in the pharmaceutical benefit system if you:

- are a resident of Sweden.
- work here or have a E111 form or another E form.
- have prescriptions made in Sweden.

How much medicine can I buy?

In order for your medicine purchases to be included in the pharmaceutical benefit system, the following applies:

- A maximum of three months' supply of a prescription medicine can be dispensed at one time.
- Only one dispensation per occasion. This applies even if the dispensation is for an amount that will last less than three months.
- Another discounted dispensation can only be made after 2/3 of the time that the previous dispensation covered has passed (calculated according to the dosage on the prescription). For example, this means that another discounted prescription for three months' supply will only be approved after two months.

Datum

- The prescriber's (the doctor or other medical staff who prescribes the medicine for you) place of work must be on the prescription as a legible barcode. The prescriber should also indicate on the prescription that the pharmacy shall dispense the medicine with a discount.
- If you don't want to take part in the high-cost ceiling database but still want to take advantage of the high-cost ceiling system you must always bring your high-cost ceiling certificate when you buy prescription medicines.

Exceptions:

- You are allowed to buy a larger quantity of medicines, on one occasion or more often than the pharmaceutical benefit system dictates, but then you must pay the entire cost for the amount that exceeds one dispensation of the prescription.
- For special reasons, for example a long stay abroad, you can buy more than three months' supply of discounted medicines. You must be able to prove this special reason.
- Contraceptive medicines (pills or injections) are generally excepted from the three month rule.

Collecting medicine for someone else

Power of attorney

If you are going to take care of pharmacy errands for someone else, you need that person's permission via a power of attorney that shows what you have the right to do in their place.

You will need a power of attorney if you're going to:

- order or collect medicines for someone else,
- charge someone else's credit with a part-payment (if he or she already has credit with Apoteket AB) or
- request a printout that shows all the saved prescriptions for the person you handle pharmacy errands for.

Bring a filled in, certified power of attorney from the person you are running errands for. Show the power of attorney and your identification, and you can purchase medicines and carry out the tasks described on the power of attorney.

Legal guardians acting as representatives for their children

If you are the legal guardian of children less than 18 years of age you can fill their prescriptions. Simply show your own valid identification. However, anyone who isn't a legal guardian of the child will need a power of attorney, including "extra parents".

Questions about powers of attorney

Contact the Apoteket customer centre on +46 771 450 450.

The Swedish Personal Data Act and personal data

Data in Apoteket's records

Do you want your medicines dispensed via the apoteket.se website? Then we need to register your personal data so we can handle your prescriptions. When you approve this handling, which takes place according to the Swedish Personal Data Act (1998:204), you can shop from our website. This data is needed so that Apoteket can ensure that all prescriptions are handled securely. Your personal data is registered when you collect your medicines or buy our other products.

We use your personal data:

- for e-business; the information needed to carry out orders, deliveries and payment.
- for marketing uses, customer analyses and the production of statistics. this is on the condition that data doesn't include medical information. You have the right to, in writing, oppose the data being used for purposes involving direct marketing.

Professional secrecy

Professional secrecy entails:

- to not reveal any information about your prescriptions,
- to not tell anyone which medicines you use,
- to only search for your identity in our database when necessary to dispense your medicine or if you give us permission to do so.

About apoteket.se

Apoteket.se is Apoteket AB's official website. It is financed entirely by Apoteket AB, which is a completely state-owned company.

Apoteket.se is under constant development. The website team is grateful for feedback and ideas. You can reach us at redaktionen@apoteket.se or via the Apoteket customer centre, see Contact. We read every letter sent to us.

MEDICINES ABROAD

Travelling with medicines

If medicines are part of your everyday life then naturally you will need to take them with you when you travel abroad. This is perfectly normal but requires a little preparatory work. Get started in good time to find out the rules for imports in the country of your destination.

Bear in mind:

- Keep the medicine in its original packaging to ease the process of clearing customs. The packaging is also useful if you need more medicine during the trip and have to visit a local prescriber.
- Contact the embassy in the country of your destination to find out if they have any special rules for importing medicines. If you are travelling with medicine classified as narcotics, like some sleeping-pills or strong painkillers for example, it's extra important that you find out the import rules.
- If you are going to be flying with your medicines there may be restrictions and rules that you must follow. There may be special rules for taking medicines in your hand luggage on a flight. For example, you can only take a limited amount of liquid with you. Read more at the Swedish Transport Agency's website www.transportstyrelsen.se

Certificates and marking at Apoteket

If you have liquid preparations that you need on your trip and you want every package to be marked, let us know when you collect your medicine from the pharmacy. However, if you have already received your medicine we can't put labels on it afterwards.

Apoteket can issue a Schengen certificate if you need to take a medicine with you when you travel to another Schengen country. If you need a certificate when travelling to a country outside the Schengen area and/or for a non-narcotic medicine, contact your doctor. Apoteket can't issue such certificates.

Medicines classified as narcotics

If you are travelling in the Schengen area and need medicines that are classified as narcotics for medical reasons, you must be able to produce a certificate that verifies your right to carry the medicines. Apoteket can issue certificates for travel within the Schengen area. If you are travelling to a country outside Schengen you should contact that country's embassy and find out which rules apply.

Many sleeping-pills, sedatives and strong painkillers are classified as narcotics. The rules for medicines classified as narcotics differ from one country to the next but the Swedish system can act as a guideline because all countries base their rules around the UN narcotics lists. Read more at the website of the Medical Products Agency, <http://www.lakemedelsverket.se>

The countries currently included by the rules for Schengen certificates are: Austria, Belgium, Bulgaria, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and the UK.

Instructions

- Fill in the Schengen certificate form. The form is available from your local pharmacy, from the Medical Products Agency, or can be downloaded in Swedish at [Apoteket.se/ Kundservice](http://Apoteket.se/Kundservice)
- Fill in one form per medicine.
- Visit your pharmacy and take the form with you.
- Show your prescription and drug packaging (with pharmacy sticker), your passport or the new national ID card.

CONTACT**Contact – How to contact Apoteket**

Our customer centre is open 24 hours a day. We can answer your questions about medicines, prices, stocks and prescriptions and respond to opinions or complaints. You can contact us via the phone, email or letter.

Call +46 771-450 450

Our customer centre handles all calls. We have staff who can answer all kinds of questions and some of them speak other languages than Swedish. Please wait while the automatic voice answers and you will be connected to a member of staff.