



Information to you who have received help with buying prescription drugs through citizen support

During the ongoing COVID-19 pandemic, Medborgarstöd in Linköping has, since spring, organised support for risk groups to buy prescription drugs. This service will be discontinued on 15 October. Therefore, you who have received help with this are receiving this information on how you can get help with buying prescription drugs in other ways.

E-services

Most prescription drugs can be ordered for home delivery directly from your pharmacy's website, where you log on with your e-identification. Contact the pharmacy's customer service if you need help with this process. Some pharmacies offer free home delivery for persons over the age of 65.

Power of Attorney/Delegation of Authority

Family or friends can help you collect your prescription drugs. If so, this person needs a power of attorney. You can create a power of attorney via the pharmacies' websites or a Delegation of Authority via the Swedish eHealth Agency website. <https://www.ehalsomyndigheten.se/tjanster/privat/om-fullmakter/>

To create a power of attorney via the pharmacies' websites, you need e-identification. If you do not have e-identification, you can register a power of attorney using a form on the Swedish eHealth Agency's website. <https://www.ehalsomyndigheten.se/globalassets/dokument/fullmakter/fullmakt-for-apoteksarenden-privatperson-till-privatperson.pdf>

More information from the Swedish eHealth Agency on Delegations of Authority regarding private individuals' dealings with pharmacies: https://www.ehalsomyndigheten.se/globalassets/dokument/fullmakter/2020_folder_fullmakter_version-2.pdf

Assistance via Home Help Services

You can apply for home help services (Sw. *hemtjänst*) and get help with purchasing prescription drugs through the municipality's elder guides (*ÄldreLotsen*). When you contact ÄldreLotsen, your matter will be processed and means-tested. The cost of home help services is individual and calculated based on your income.

In order for home help services to be able to collect prescription drugs, you need to have a power of attorney drawn up for your pharmacy. See the process described above.

Via the link below, you can read more about home help services. You will also find information on how to apply for assistance via the e-service:

<https://www.linkoping.se/omsorg-och-hjalp/aldre/hjalp-i-hemmet/>

Contact information for ÄldreLotsen:

Email: aldrelots@linkoping.se

Telephone: 013-20 64 01, telephone opening hours Monday-Friday 9.00-12.00.