

## **Terms of loan - Aids; Health care Region Gävleborg**

### **LOAN OF AID**

You have borrowed the aid that we hope you will benefit from. Aid is individually tested to fit your needs. You may not lend it or pass it on to any other person. Your loan of aid is registered with the healthcare provider. The prescriber is the person within the health care system responsible for assessment, testing and follow-up. The prescriber has the right to reassess your need for aid, e.g., if your illness or your housing conditions have changed or if you do not use your aid as intended. A reassessment may result in the prescriber taking back or replacing the aid device.

### **USER MANUAL, INSTRUCTION AND CARE**

Your responsibility is to use, maintain and clean the aid device according to the user manual and instructions given by the prescriber, so that the aid device works properly and is not subject to abnormal wear and tear (e.g. charging batteries, cleaning the device, pump tires, etc.). The borrowed tool will be stored in an appropriate compartment. You may not make your own interventions or effects on borrowed aids.

If you have any questions or if you have an incident/accident in connection with usage of this device, contact your prescriber

### **INSURANCE**

Aid devices are from an insurance point of view movables held for private use. You who have borrowed a aid device, are exhorted to contact your insurance company to make sure that the home insurance covers borrowed aid devices or to take out special insurance. The insurance premium and excess is paid by you.

### **LIABILITY TO PAY COMPENSATION**

You may be liable for compensation if an aid device is damaged beyond normal wear, if you lose it due to negligence or if it is returned abnormally soiled. You may also be liable to pay compensation if you have not used the aid device in the way it is intended to be used.

### **MOVE**

If you intend to move, please contact your prescriber for further information as soon as possible. If the aid device is to be brought to your new home, you must pay for the transport of the aid device. The transfer of a medical bed should be ordered by your prescriber.

## **REPAIR**

If any error occurs with your aid device, contact Hjälpmedel SAM.

-By phone 026-153522

-Via the app” Hjälpmedel SAM” which can be downloaded via Google play and Appstore

-Via forms on Region Gävleborg website: [Complaint - Hjälpmedel SAM](#)

-Or to your prescriber, who tested your aid device

If you believe that the defect may affect the safety of using the aid device, it should not be used until the defect has been corrected.

## **WHEN TRAVELLING**

In the event of damage to the aid device, e.g., Air transport/subsidized transportation services, an insurance claim must be made directly at the place to the airline/carrier or equivalent and to your insurance company. Always consult your prescriber. Transportation and costs for repairs during a stay abroad are not paid by the county council/municipality. The borrower of aid devices is responsible for the cost, and paid by him or through insurance.

## **RETURN**

When the need ceases or the aid device ceases to meet the need, the device will be returned well cleaned. Some fixed assembled aid devices may have to be disassembled by Hjälpmedel SAM before they can be retrieved.

For information on how to handle your particular aid device, refer to

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