

## To our customer using medical oxygen (Linde healthcare)

### Order

You order the medical oxygen at Apotekets Kundservice in Kalmar.

Open: Monday – Friday 09:00-16:00

Phone number: 0771-450 450

We must have your **order before 10.30 the workday before delivering**. Make notice that if delivering is on a red day the day for delivery might be changed. It's alright if you order some days earlier.

Your delivery is on.....

If you need accessories to the oxygen/liquid, please contact healthcare.

### Prescription renewal

You are responsible for prescription renewal by contacting healthcare.

### Standing deliveries

If you order regularly, you can ask for standing deliveries. We will inform your oxygen company and you don't have to call us every time you need a delivery. If anything, change for example your address, number of bottles, delivery or something else you let us know by calling on the phone number above.

### Costs

Children younger than 18 years old have free drugs.

Medical oxygen is a drug and is included in the high-cost protection. It means that you pay highest 2600 skr and then you have free drugs during current period, which is one year from the startdate for the first purchase.

You pay for:

- The medical oxygen
- The home delivery
- Rent for the bottles, oxysaver 8 and the Horton Demandkit.

**OBS!** The bottles have a personal bar-code, and the rent will be charged every month as long as you have bottles at home. Therefore, it's important to return bottles, oxysaver and Hortons demandkit if you don't use them. Even bottles where the expiry date has passed must be returned. Contact us for collect the equipment.

### Costs not included in high-cost protection.

- If you call us during 11.00 – 15.00 for delivering the day after it costs 500 skr (late order). After 15.00 it will be additional runout.
- The additional runout costs 870 – 5330 skr depending on which zone you live in.
- If you aren't at home at the delivery it will cost 250 skr.

**Payment**

If you don't have free drugs you get an invoice from Walley which you should pay. Walley can do a credit check. Then you will receive a notification about this. Invoices for oxygen are sent out once a month. Telephone Walley customer service: 010 – 161 01 00

**Complaint**

If there is something wrong with the equipment, please contact us at Apotekets Kundservice.

Do you have any questions please contact us.

Best regards

The staff at Apotekets Kundservice