Helsenorge: a simple user guide
Helsenorge is a public website for residents of Norway. It provides information on a variety of health-related issues, and you can also log in to use digital health services.

The content is provided by various contributors in the healthcare sector, and Norsk Helsenett is responsible for the maintenance and development of the website.

Many organizations deliver content to the portal. Here is more information about most of our collaborators and their responsibilities:

Contributors (in Norwegian)
For now, helsenorge.no is mainly in Norwegian, but some pages and subjects are also available in English.

More content in English is currently under development.
Helsenorge allows you to actively participate in decision-making and monitoring regarding your own health, as well as help your close ones.

Some services can be used on behalf of your children and persons who have given you power of attorney.

Helsenorge can also be used on phones and tablets.

From January until July 2020 Helsenorge had approximately 35,000,000 visits.
What you can find on Helsenorge

Information pages, where you find quality-assured health information on a variety of topics.

Self-service solutions, that give you access to various health-related services.
On the front page you’ll find entrances to a selection of the digital services that Helsenorge provides, as well as some currently relevant articles.

If you click one of the service boxes, you’ll get more information about that service.
Quality-assured content

Helsenorge has information about many different health-related topics and you can search in the A-Å table of contents.
Quality-assured content

Under many of the topics there is a lot of various information. You will also find useful links.

At the bottom of each article, you will find information about who has contributed the article and quality-assured the content.
The first time you log in to Helsenorge, you will be asked some questions, and it can seem a bit difficult and time-consuming.

It’s really quite easy, though, and it’s only the first time you log in that it can take a little while to get going.

The choices you make, for example about access and consent, can be changed later.
Anyone who has a Norwegian personal identification number or an ID number can log in to Helsenorge, but you must be over 16 years old in order to use the digital services on Helsenorge.

You can log in by choosing “Logg inn” at the top right, or anywhere else it says “Logg inn”.

You also need to have an electronic ID and one of these ID-options in order to log in and use the services at Helsenorge.
After you have registered as a user on Helsenorge, you will receive information and messages digitally instead of in the post (for the services that are offered digitally).

This means that if a digital service is introduced at the hospital you belong to, like for instance a notification of an appointment with a physician, you will receive it though Helsenorge and not in the post.
Once you have logged in, you will see the services that are available. This overview may be different from one user to another and may change as the existing services change and more services are added.

Some of the services you see may be unavailable for you. This is because digital services differ in the various health service regions in Norway. You can read more about this here:

Services at helsenorge.no
You can get help in using the services by clicking “mer om tjenesten” or “finn mer informasjon om… på Helsenorge.no”.

Help is available for most of the services when you are logged in.
At the far right is your name, you can see if you have received any digital messages or other notifications from the healthcare services. By choosing **Innboks** you can see the messages you have received from or sent to someone in the health services, or you can write a new message.

You will also find an overview of the people that have given you permission to see their health information, your profile, settings, and when you were logged in last.
Here you have information about the persons you can represent, and whose health information you are allowed to see, like for instance your children or others who have given you power of attorney.

Many people only have access to see their own health information. If that is the case, there will be no names listed here.
Here you see your contact information, personal information, and so on. Some of this information is obtained from various registers, such as the National Population Register and the Common Contact Register.

The services include links to the various registers, so that you can easily update your information if something is incorrect.
Notification setup and contact information

This is where you can see your contact and personal information and choose how you want to receive notifications.

When you have given the necessary consent, you will be able to receive notifications when there is something you should know about.

How many and what kind of notifications you will receive, will depend on the option you select.

You can also choose how you want to receive notifications (through e-mail or SMS).
When you are logged in, you have access to a variety of different digital healthcare services. Some of the most commonly used are Medicines ("Legemidler") and Vaccinations ("Vaksiner").

Amongst others you can also look up information about Exemption card and user fees ("Frikort og egenandeler"), change your doctor/GP ("Bytte fastlege"), sign up for an organ donor card ("Donorkort") and submit a claim to Patient travel ("Pasientreiser").
Use of healthcare services and health schemes

One of the choices in your profile is the use of healthcare services and health schemes. Here you can find an overview of your settings.

It is important that you read about how we handle your personal information. You can do this by clicking “Vis innhold i...”
Use of healthcare services and health schemes

Under **Personverninnstillinger** you can control access to your services. Select **Velg hvilke tjenester du vil bruke** and you get an overview of what services you have access to.

Before you can use the digital healthcare services at Helsenorge, you must give your consent to store and use your personal information.

Here you can see information about the consent you have selected to give, what it means, and which services will be available for you on Helsenorge as a consequence.

You confirm your consent with the **Jeg samtykker** (I consent) button.
Further down on the same page you will find **Tilgang til dine helseopplysninger.** Here you can decide how you want to use other types of digital services, as well as how your health information should be shared with various health care services.

To make a change, select **Endre innstillinger.**
Under **Powers of attorney** ("Fullmakter") you get an overview of who you have given power of attorney to act on your behalf, and who you have received power of attorney from.

Here you can also give a new power of attorney to another person.

Under **Historikk**, your own usage history of the services on Helsenorge is displayed. If you have given power of attorney to someone else to see your health information, their usage history will also be shown here.
You can also see what is registered about you in medical and health records.

In your **summary care record** ("Kjernejournal"), you can add health information that you think is important, and that healthcare personnel should know about.
Helsenorge – summary

Remember, it is safe for you to use the services at helsenorge.no. We design the services so that it is easy for you to do what you came for and find the information you need.

If you need help in finding the necessary information, you can:

call the Norwegian National Contact Point for Healthcare at 23 32 70 00,

or send an email to Veiledning@Helsenorge.no.

Keep in mind that not all of the services are available to everyone. Read more about what services are available here Services at helsenorge.no or www.nhn.no

Helsenorge can also be found on Facebook. Follow us there and get access to news about Helsenorge. You can also ask questions.

Now you can get an overview of your own health online.

Good luck!