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Helsenorge: a simple user guide

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About Helsenorge

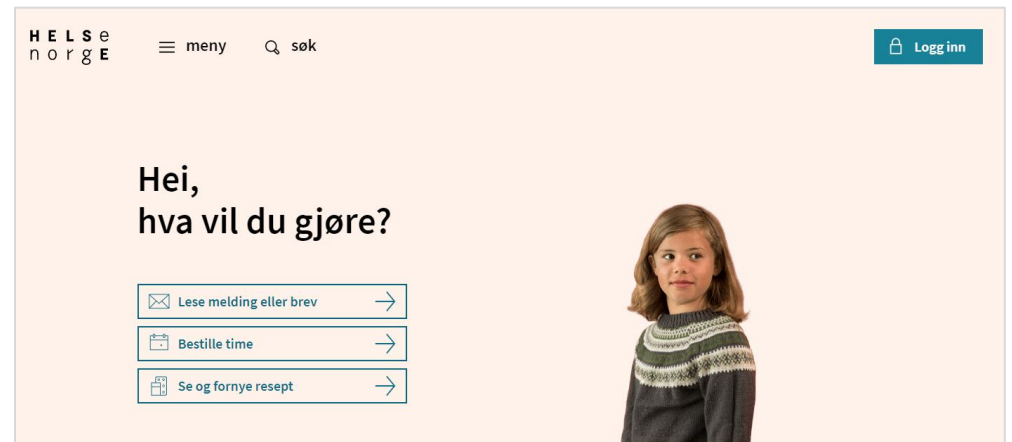
Helsenorge is a public website for residents of Norway. It provides information on a variety of health-related issues, and you can also log in to use digital health services.

The content is provided by various contributors in the healthcare sector, and Norsk Helsenet 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 \(information in Norwegian\)](#)



Screenshot of the front page of helsenorge.no in English



Screenshot of the front page of helsenorge.no in Norwegian

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Pages in English

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

Pages in English

More content in English is currently under development.

The screenshot shows the Helsenorge website interface in English. At the top left, the logo "HELSE NORGE" is displayed. To its right are a menu icon and the text "meny", and a search icon with the text "søk". In the top right corner, there is a "Logg inn" button. Below the header, a breadcrumb trail shows "< Home". The main heading is "Information in English". Below this is a dark teal search bar with the text "Search for information about the Norwegian health services". The search input field contains the placeholder text "What are you looking for?" and a "Search" button. Below the search bar, there is a link "Content from A to Z". The bottom section, titled "Selected topics available in English", lists several topics with right-pointing arrows: Clinical trials, General Practitioner, Giving birth in Norway, Health rights abroad, Health rights in Norway, HIV infection, and Mental healthcare in Norway.

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

















One portal for secure digital healthcare

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.

In 2022 Helsenorge had over one million visits.

 Inbox Messages and letters.	 Appointments Scheduled appointments.	 Referrals Referrals to hospitals and specialists.	 Medicines Prescription drugs and medical aids.
 Test results Result of COVID-19 tests, other tests and examinations.	 Health contacts Practitioners and services to contact.	 Patient records Electronic health records from the hospital.	 COVID-19 certificate Documentation of protection and test.
 Vaccinations Listing of registered vaccines.	 Patient travel Apply for coverage for travel to medical care.	 Exemption card and user fees Registered fees and exemption card status.	 European Health Insurance Card Valid in the EU/EEA.
 Change General Practitioner Find a new regular doctor.	 Illnesses and critical information Important information to medical personnel.	 Documents Personal documents stored on Helsenorge.	 Organ donor card Digital card for organ donation.
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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.

The screenshot displays the Helsenorge website interface. At the top, there is a navigation bar with the logo 'HELSE NORGE', a menu icon, a search bar, and a 'Log in' button. Below the navigation bar, there is a 'Home' link and language options for English, Norsk, and Sámi. The main content area is titled 'Content from A to Z' and features a horizontal menu of letters from A to Z. The letter 'A' is highlighted, and a list of information pages is shown under this category, including 'Abortion - Methods of abortion', 'Advice for those previously exposed to traumatising events', 'Alcohol and pregnancy', 'Antenatal Health Card (pregnancy)', 'Appointments', 'Are you considering having an abortion?', and 'Assisted reproductive treatment in the EU/EEA'. Below the list, the letter 'B' is visible, with a partial list of pages including 'Breastfeeding', 'Breastfeeding - Feeding', 'Breastfeeding aids', 'Breastfeeding challenges', and 'Breastfeeding positions'. In the bottom right corner, there is a grid of self-service solutions, each represented by an icon and a brief description:

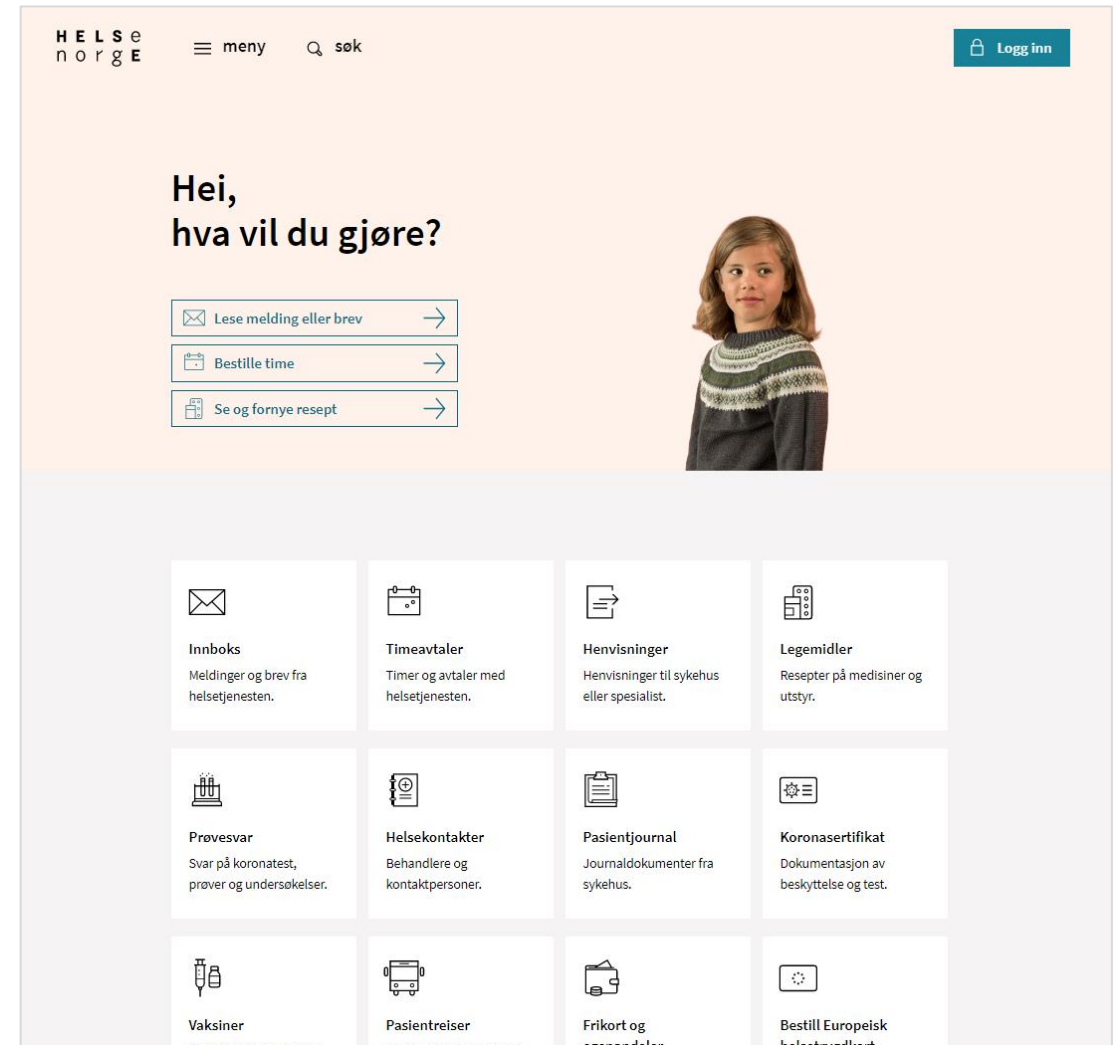
 Inbox Messages and letters.	 Appointments Scheduled appointments.	 Referrals Referrals to hospitals and specialists.	 Medicines Prescription drugs and medical aids.
 Test results Result of COVID-19 tests, other tests and examinations.	 Health contacts Practitioners and services to contact.	 Patient records Electronic health records from the hospital.	 COVID-19 certificate Documentation of protection and test.

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The Helsenorge front page

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.

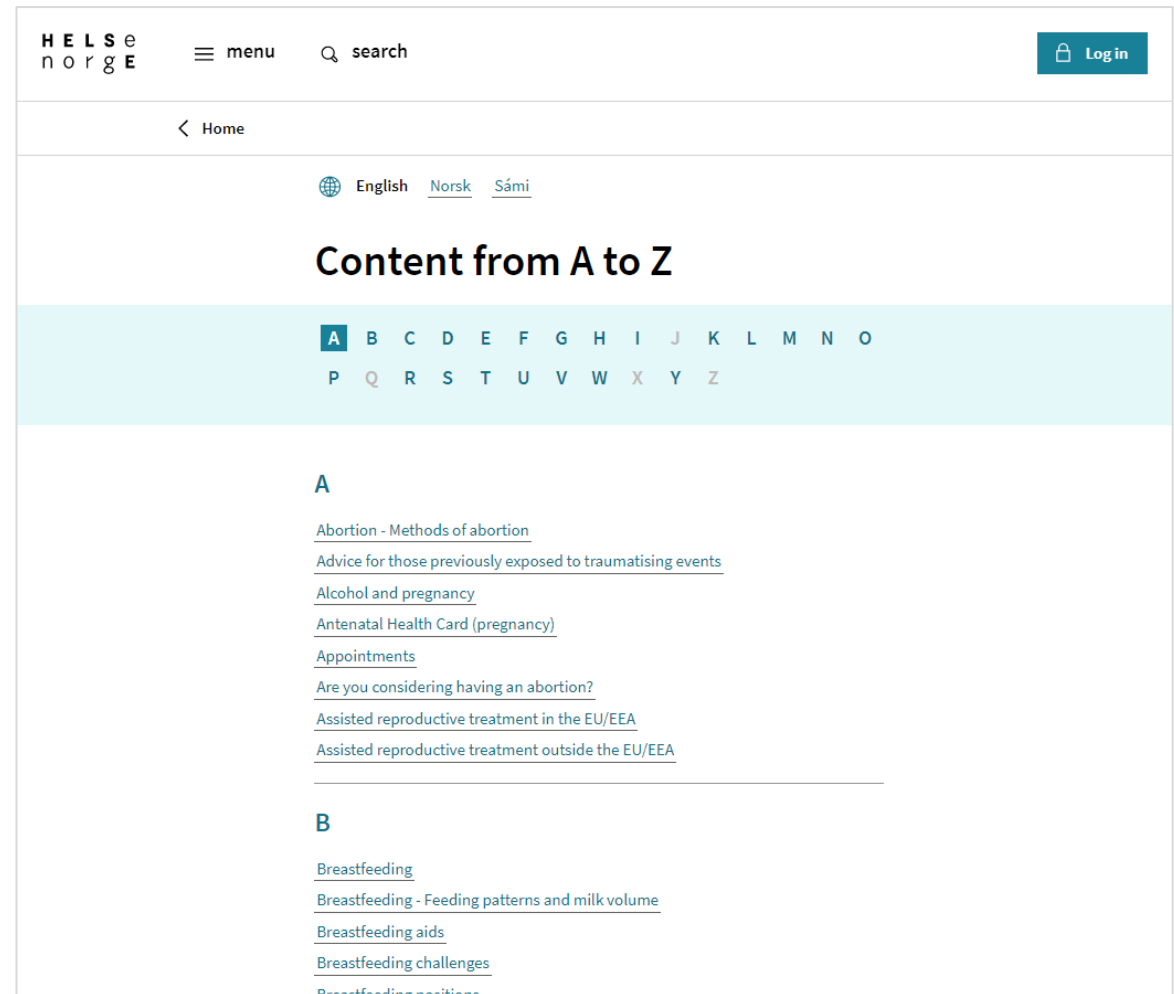
If you click one of the service boxes, you'll get more information about that service.



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Quality-assured content

Helsenorge has information about many different health-related topics and you can search in the A-Å (Norwegian) or A-Z (English) table of contents.

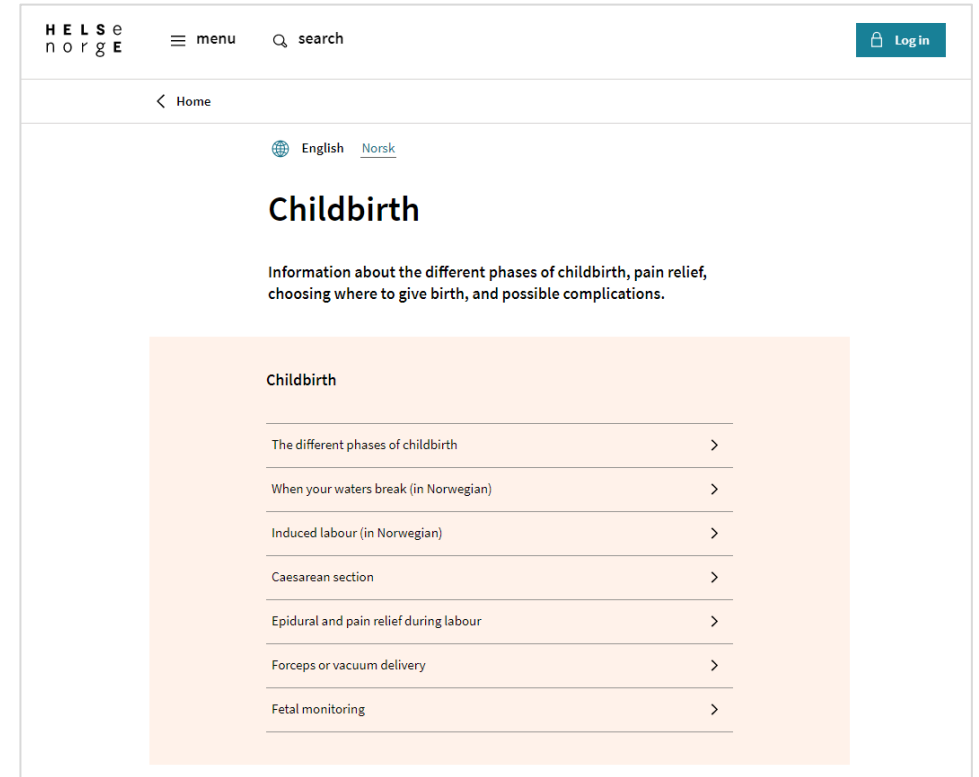


The screenshot shows the Helsenorge website interface. At the top left is the logo 'HELSE NORGE'. To its right are a 'menu' icon and a 'search' field. In the top right corner is a 'Log in' button. Below the header is a breadcrumb trail '< Home'. A language selector shows 'English' as the active language, with 'Norsk' and 'Sámi' as options. The main heading is 'Content from A to Z'. Below this is a horizontal navigation bar with letters A through Z. The letter 'A' is highlighted in a dark blue box. Underneath, a list of links for the letter 'A' is displayed: [Abortion - Methods of abortion](#), [Advice for those previously exposed to traumatising events](#), [Alcohol and pregnancy](#), [Antenatal Health Card \(pregnancy\)](#), [Appointments](#), [Are you considering having an abortion?](#), [Assisted reproductive treatment in the EU/EEA](#), and [Assisted reproductive treatment outside the EU/EEA](#). A horizontal line separates this section from the next, which is for the letter 'B'. The links for 'B' are: [Breastfeeding](#), [Breastfeeding - Feeding patterns and milk volume](#), [Breastfeeding aids](#), [Breastfeeding challenges](#), and [Breastfeeding positions](#).

More about the 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.



Content provided by [Haukeland University Hospital](#)

Last updated Wednesday, March 13, 2019

Print

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Log in to self-service solutions

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.

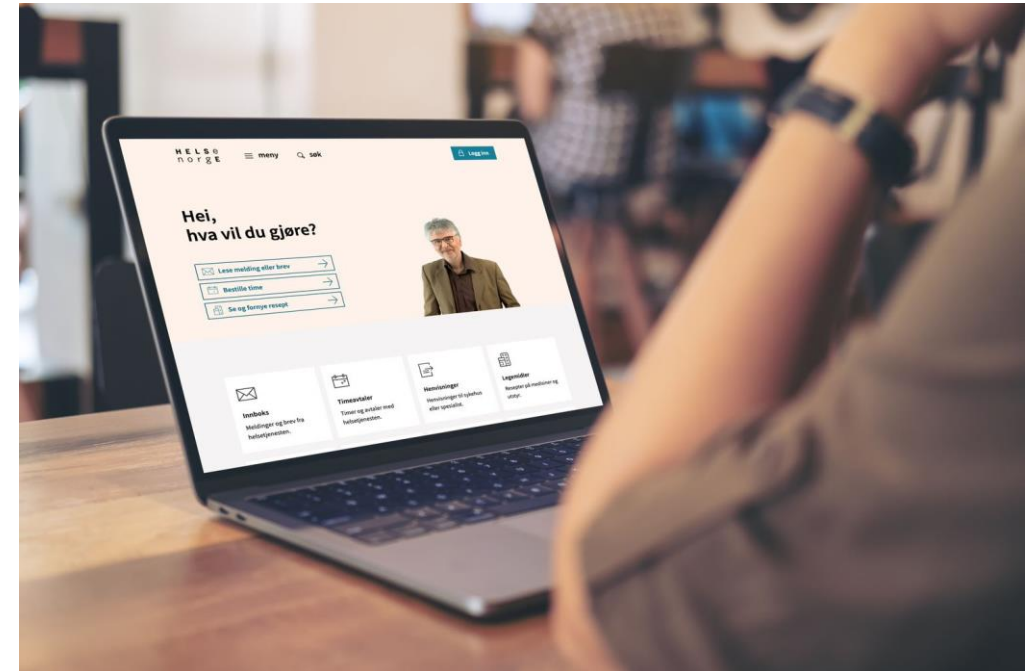


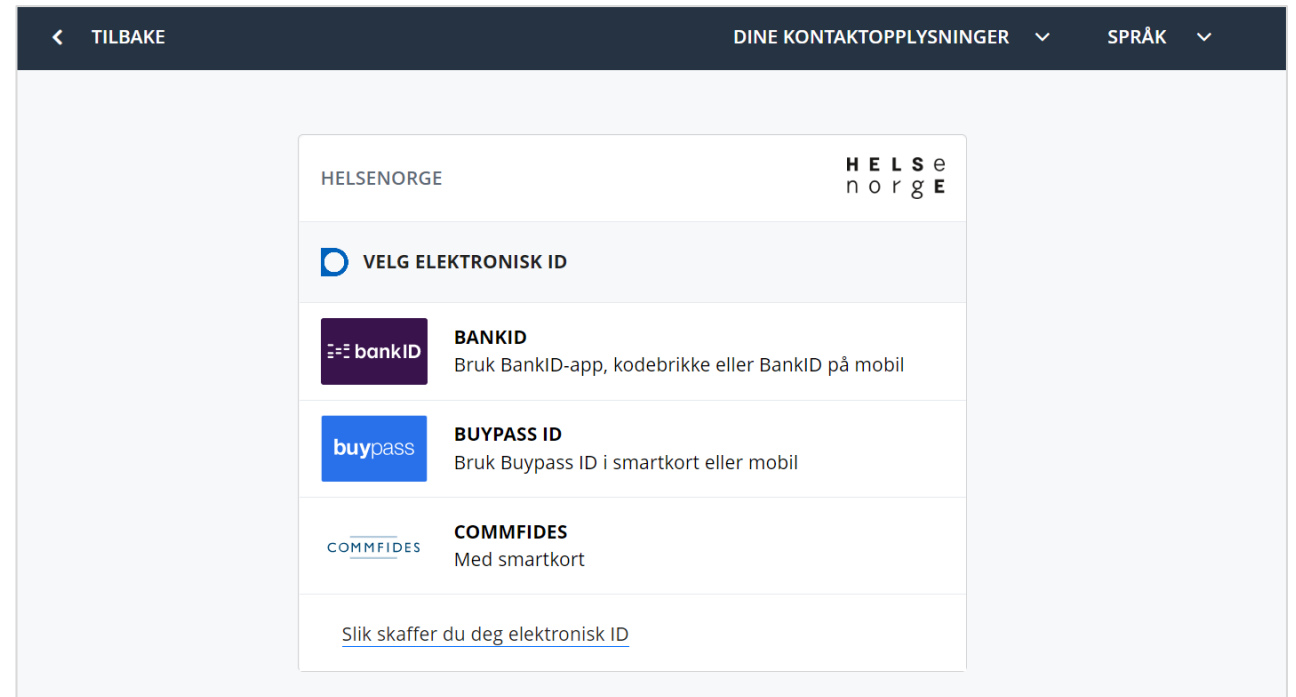
Illustration: Helsenorge / Mostphotos

Who can log in to Helsenorge?

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”.

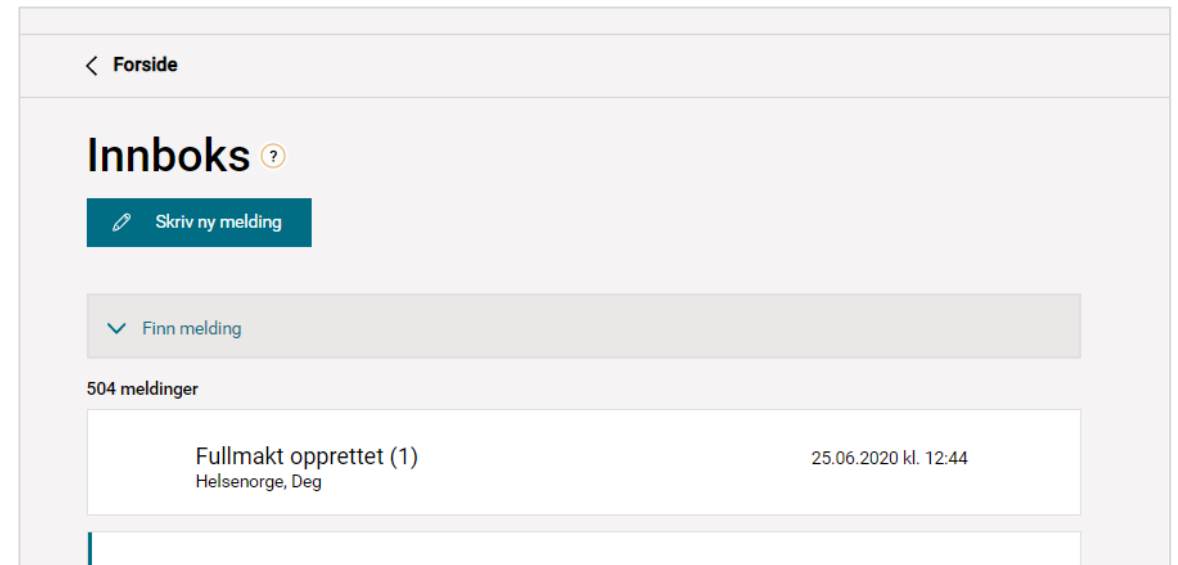
You also need to have an electronic ID and one of these ID-options in order to log in and use the services at Helsenorge.



Digital user

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 through Helsenorge and not in the post.























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Overview when you are logged in

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](https://helsenorge.no)

 Inbox Messages and letters.	 Appointments Scheduled appointments.	 Referrals Referrals to hospitals and specialists.	 Medicines Prescription drugs and medical aids.
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Help in using the services

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.

Helsekontakter

Helsekontakter gir deg informasjon om dine nåværende og tidligere fastleger og andre kontaktpersoner i helsetjenesten.

 [Logg inn for å se dine helsekontakter](#) →

Om tjenesten

Her får du enkelt en oversikt over nåværende og tidligere fastleger, samt andre kontaktpersoner i helsevesenet, som for eksempel forløpskoordinatorer for kreft. Du kan også selv legge inn flere helsekontakter i din kjernejournal.

Noen helsekontakter kan du velge selv, som for eksempel fastleger. Andre, som for eksempel forløpskoordinatorer for kreft, får du tildelt når du har rett til det.

[Finn mer informasjon om Helsekontakter på helsenorge.no.](#)

Mer om tjenesten

Samtykke ▼

Fullmakt ▼

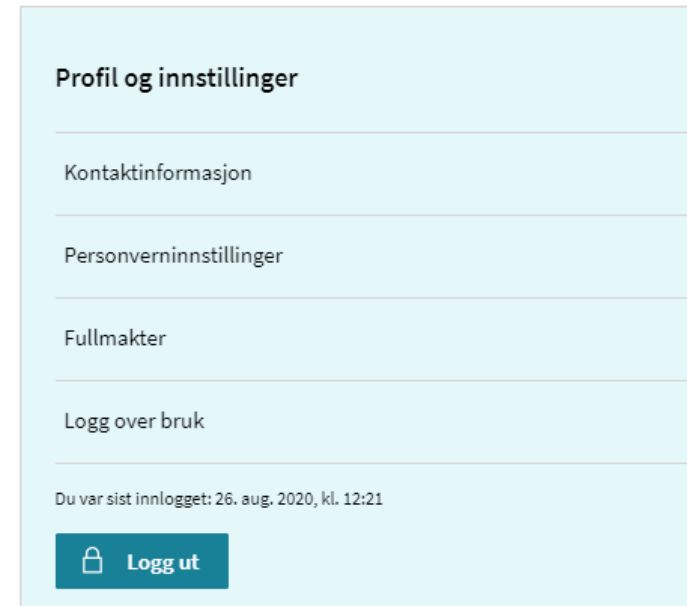
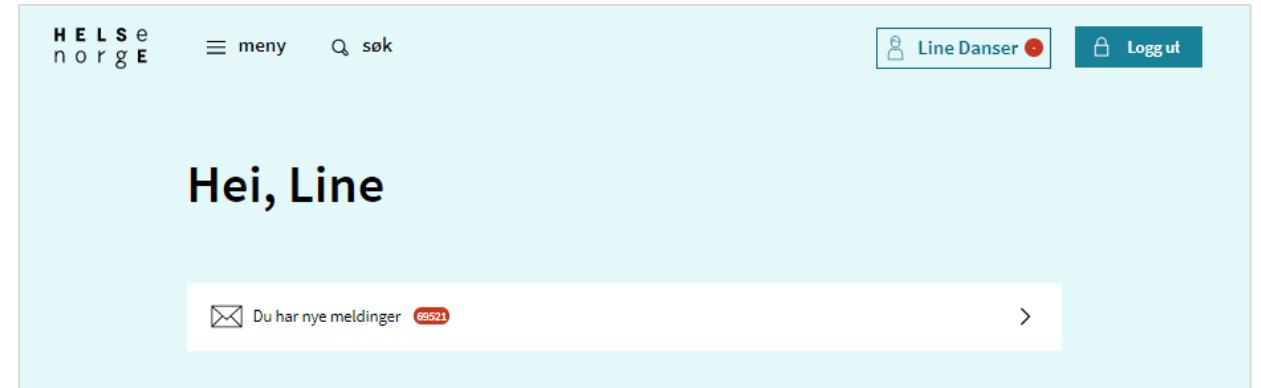
På vegne av barn under 16 år ▼

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The panel on top of the page

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.



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See the health information for...

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.

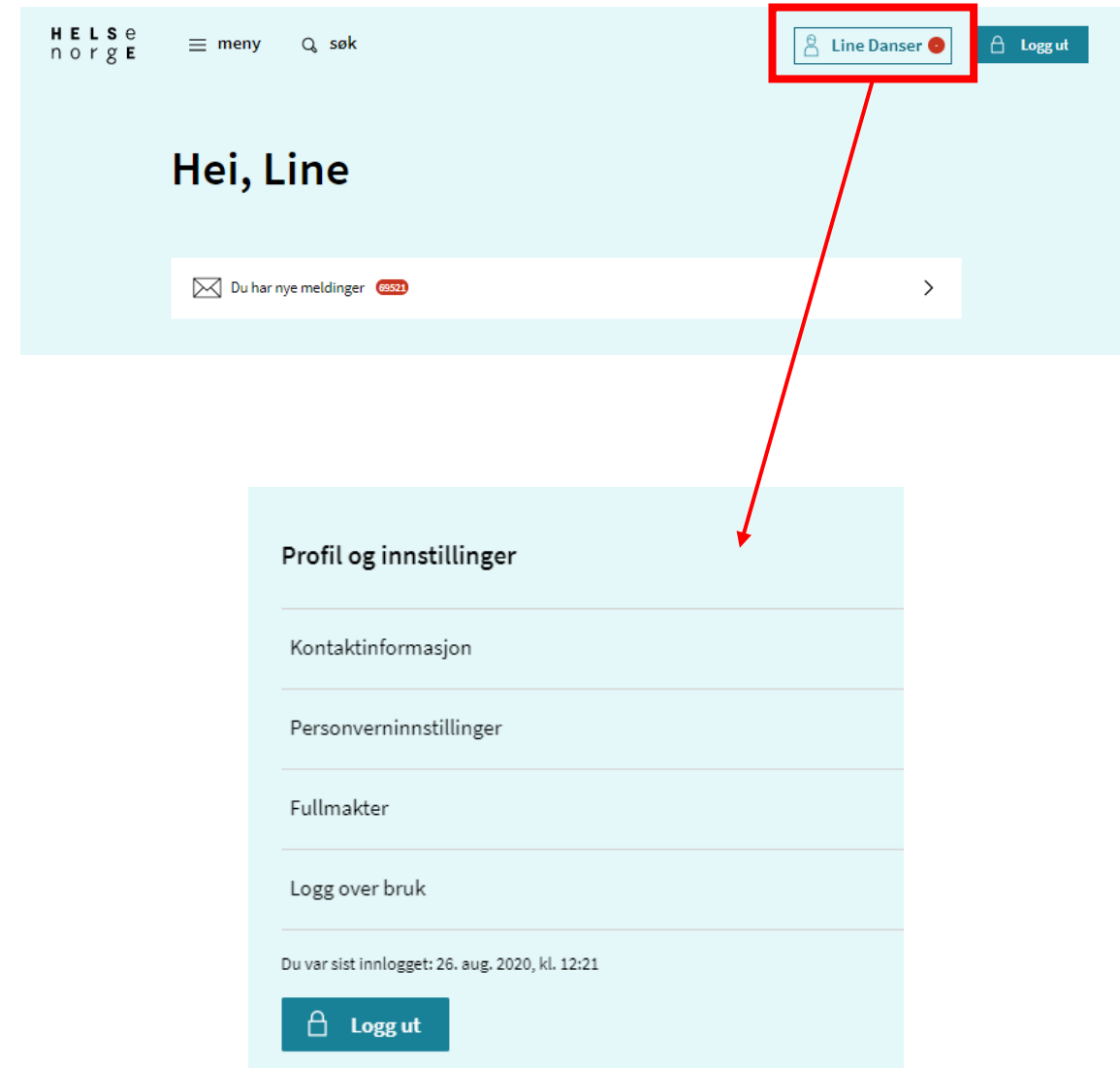
Hvem vil du bruke Helsenorge på vegne av?

<input checked="" type="checkbox"/>	Line Danser - deg selv
<input type="checkbox"/>	Be Berit - du har fullmakt
<input type="checkbox"/>	Da Dan - du har foreldreansvar
<input type="checkbox"/>	Da Dan - du har foreldreansvar

Profile and settings

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).

Kontaktinformasjon ?

Denne siden inneholder informasjon om deg som brukes av Helsenorge og aktører i helsesektoren.

⬆️ Hvordan skal Helsenorge varsle deg?

Kontaktinformasjon ?

Adresse	3602 KONGSBERG Stemmer ikke opplysningene, må du kontakte folkeregisteret
E-post	13116900216-test@minid.norge.no
Mobilnummer	+4799999999 For å oppdatere opplysningene, gå til Kontakt- og reservasjonsregisteret (ID-porten)

Vær oppmerksom på at mange behandlere fortsatt benytter kontaktopplysninger de har lagret lokalt. Hvis du endrer dine kontaktopplysninger her, bør du også kontakte behandlere som du ønsker skal komme i kontakt med deg, for eksempel sykehus og fastlegen din.

Varseloppsett ?

Her velger du hvordan du vil varsles når du mottar meldinger på helsenorge.no. Du vil bare få varsler knyttet til de tjenestene du har tilgang til. Varsler sendes mellom 07:00 og 23:00.

Hvilke typer varsler vil du ha?

Obligatoriske varsler

Her varsler vi om informasjon knyttet til behandling og oppfølging av din helse, blant annet informasjon om timer og dialog med helsepersonell. I tillegg blir du varslet om vedtak og informasjon det er viktig at du følger opp.

Viktige varsler

Her vil du i tillegg få varsler om informasjon du selv har bedt om, for eksempel innsyn i helseregistre og fornyelse av resept.

Alle varsler

Her vil du i tillegg bli varslet om bekreftelser og kvitteringer du mottar. Du blir også varslet om utførte hjemmebesøk fra Helse- og omsorgstjenesten.

Hvordan vil du varsles?

På SMS: +4799999999

På epost: 13116900216-test@minid.norge.no

Både på SMS og e-post




















Varsel sendes alltid til e-post/mobilnummer registrert i [Kontakt- og reservasjonsregisteret \(ID-porten\)](#)



Digital healthcare services

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").

 Inbox Messages and letters.	 Appointments Scheduled appointments.	 Referrals Referrals to hospitals and specialists.	 Medicines Prescription drugs and medical aids.
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Use of healthcare services and health schemes (1 of 2)

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...”



Velg hvilke tjenester du vil bruke

Valgene Full, Basis+ og Basis avgjør hvilke tjenester som er tilgjengelig for deg. Med Full får du tilgang til alle tjenestene på Helsenorge. ?

Du har samtykket til **Full**

[Vis innhold i Full](#) ^

Du har rett til innsyn i opplysninger som er registrert om deg. Når du samtykker aksepterer du at aktører som har tillatelse til å sende meddelelser til deg og som tilbyr digitale tjenester, kan initiere dialog med deg.

For å få innsyn må det gjøres et søk ut mot registre som kan tilby digitalt innsyn. Resultatet lagres i en oversikt som utvides etter hvert som nye registre tilbyr digitalt innsyn.

Du har rett til innsyn i pasientjournalen din. Når du samtykker aksepterer du at det kan gjøres et søk mot sykehus som kan ha opplysninger om deg. Du vil få en oversikt over dokumenter som helsepersonell har gjort digitalt tilgjengelige. Dersom du ønsker fullt innsyn, må du ta kontakt med sykehuset hvor du har vært til behandling.

[Les mer om tjenesten Innsyn i pasientjournal her \(åpnes i ny fane\).](#)

Når du samtykker til bruk av digitale helsetjenester aksepterer du at aktører som har tillatelse til å sende meddelelser til deg, og som tilbyr digitale tjenester, kan initiere dialog med deg. Aktørene kan sende deg informasjon om timer, prøvesvar, brev, skjemaer for utfylling ol. Dette lagres på Helsenorge slik at du får en samlet oversikt. Meldingene kan erstatte tilsvarende kommunikasjon via ordinær post.

Du vil også kunne velge å ta i bruk ulike tjenester eller verktøy som er relevant for helsesituasjonen din. Disse tjenestene har egne vilkår og det skjer ingen behandling av opplysninger før du velger å ta de i bruk.

Use of healthcare services and health schemes (2 of 2)

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 “**Bekreft samtykke**” (I consent) button.

Personverninnstillinger

Velg hvilke tjenester du vil bruke

Valgene Full, Basis+ og Basis avgjør hvilke tjenester som er tilgjengelig for deg. Med Full får du tilgang til alle tjenestene på Helsenorge. ?

Du har samtykket til Full
Vis innhold i Full ▾

	<input checked="" type="radio"/> Full	<input type="radio"/> Basis+	<input type="radio"/> Basis
Innsyn i offentlige helseregistre	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bytte fastlege	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frikortstatus og egenandeler	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administrere samtykker og reservasjoner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pasientjournal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legemidler, vaksiner og prøvesvar	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeavtaler og henvisninger	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pasientreiser	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dialog med helsekontakter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

← Tilbake Neste →

Personverninnstillinger

Bekreft ditt samtykke

For å få «Basis+» må du samtykke til følgende

Du har rett til innsyn i opplysninger som er registrert om deg. Når du samtykker aksepterer du at aktører som har tillatelse til å sende meddelelser til deg og som tilbyr digitale tjenester, kan initiere dialog med deg.

For å få innsyn må det gjøres et søk ut mot registre som kan tilby digitalt innsyn. Resultatet lagres i en oversikt som utvides etter hvert som nye registre tilbyr digitalt innsyn.

Du har rett til innsyn i hvilke dokumenter pasientjournalen din består av og hvem som har sett på dem.

Når du samtykker til Innsyn i pasientjournal vil du kunne gjøre et søk mot sykehus som kan ha opplysninger registrert om deg. Det vil vises en oversikt over dokumenter som helsepersonell har gjort digitalt tilgjengelig. Dersom du ønsker fullt innsyn, må du kontakte sykehuset hvor du har vært til behandling.

Dokumentene du velger å se på vil ikke lagres på Helsenorge med mindre du selv velger dette.

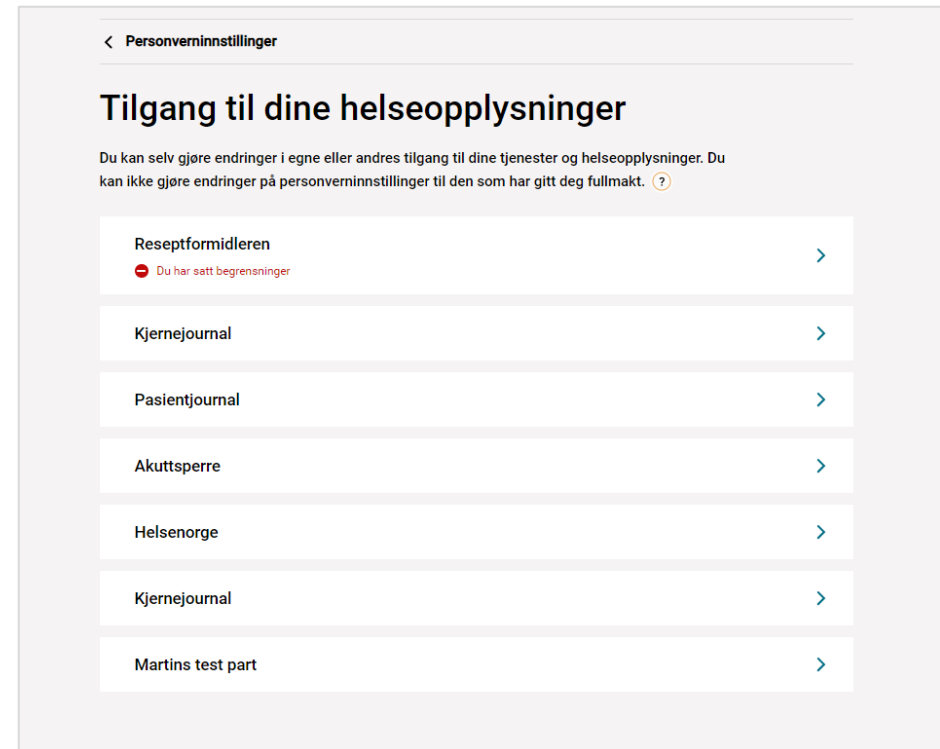
[Les mer om tjenesten Innsyn i pasientjournal her \(åpnes i ny fane\)](#)

← Tilbake **Bekreft samtykke**

Access to your health information

Further down on the “Personverninnstillinger” 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**.



Power of attorney and usage log

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.

Fullmakter


Her kan du gi andre fullmakt til å bruke tjenester på Helsenorge på dine vegne, og du kan få tilsvarende fullmakt fra andre. Du vil aldri kunne gi andre tilgang til mer enn du selv har tilgang til.

Du må være over 16 år for å gi en fullmakt, og den som får fullmakten må være over 18 år.

For øyeblikket er det kun enkelte tjenester du kan gi andre fullmakt til å bruke på dine vegne. Etter hvert vil flere tjenester bli lagt til, slik at pårørende kan hjelpe så mye som mulig med digitale helsetjenester.

 [Gi ny fullmakt](#)

Hvem har fullmakt fra deg?

	Daniel Fødselsnummer Les mer ▾	Gyldig til: Ubestemt tid
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[Historikk](#) ▾





















Hvem har du fullmakt fra?

	Berit Fødselsnummer Les mer ▾	Gyldig til: Ubestemt tid
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Digital healthcare services

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.

 Inbox Messages and letters.	 Appointments Scheduled appointments.	 Referrals Referrals to hospitals and specialists.	 Medicines Prescription drugs and medical aids.
 Test results Result of COVID-19 tests, other tests and examinations.	 Health contacts Practitioners and services to contact.	 Patient records Electronic health records from the hospital.	 COVID-19 certificate Documentation of protection and test.
 Vaccinations Listing of registered vaccines.	 Patient travel Apply for coverage for travel to medical care.	 Exemption card and user fees Registered fees and exemption card status.	 European Health Insurance Card Valid in the EU/EEA.
 Change General Practitioner Find a new regular doctor.	 Illnesses and critical information Important information to medical personnel.	 Documents Personal documents stored on Helsenorge.	 Organ donor card Digital card for organ donation.
 Tools Courses and tools for learning and coping.	 Choose a treatment centre Waiting times for specialist health care.	 Summary Care Record Information and use of "Kjernejournal".	 Health registries Information and use of health registries.

Helsenorge: a simple user guide

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.**

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](https://www.helsenorge.no) or www.nhn.no (this website is only in Norwegian).

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

 Norsk helsenett