

The user's view of Helsenorge
Last updated: 09.12.2024

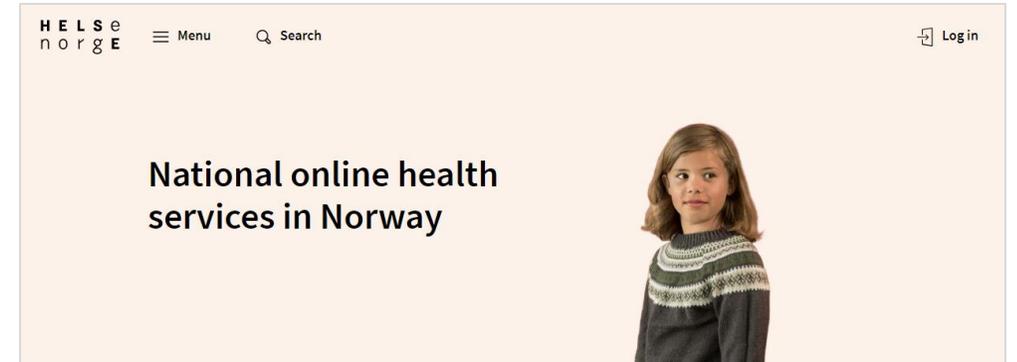
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About Helsenorge

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

You can read more about our collaborators and their responsibilities here: [Contributors \(information in Norwegian\)](#).



Screenshot of the front page of helsenorge.no in English



Screenshot of the front page of helsenorge.no in Norwegian

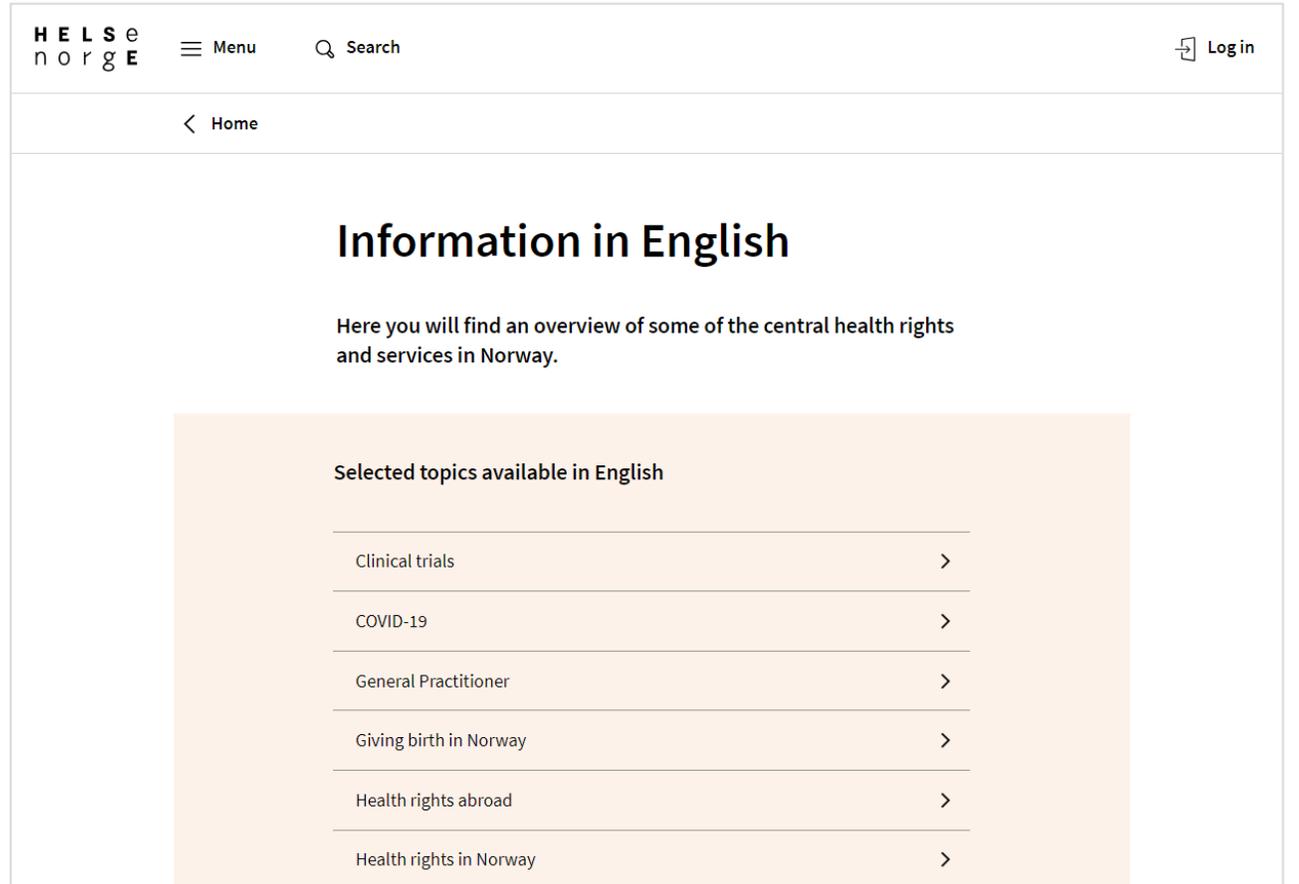
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Pages in English

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

[Click here to go to pages in English](#)

More content in English is currently under development. Some sites will appear in Norwegian even though you have chosen Helsenorge in English.



The screenshot shows the user interface of the Helsenorge website. At the top left, the logo 'HELSE NORGE' is displayed. To its right are a 'Menu' icon and a 'Search' field. In the top right corner, there is a 'Login' button. Below the header, a breadcrumb trail shows '< Home'. The main content area features a heading 'Information in English' followed by a sub-heading: 'Here you will find an overview of some of the central health rights and services in Norway.' Below this, a section titled 'Selected topics available in English' contains a list of six items, each with a right-pointing chevron: 'Clinical trials', 'COVID-19', 'General Practitioner', 'Giving birth in Norway', 'Health rights abroad', and 'Health rights in Norway'.

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One portal for secure digital healthcare

Helsenorge allows you to 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.

You can use Helsenorge on your phone, tablet or computer.

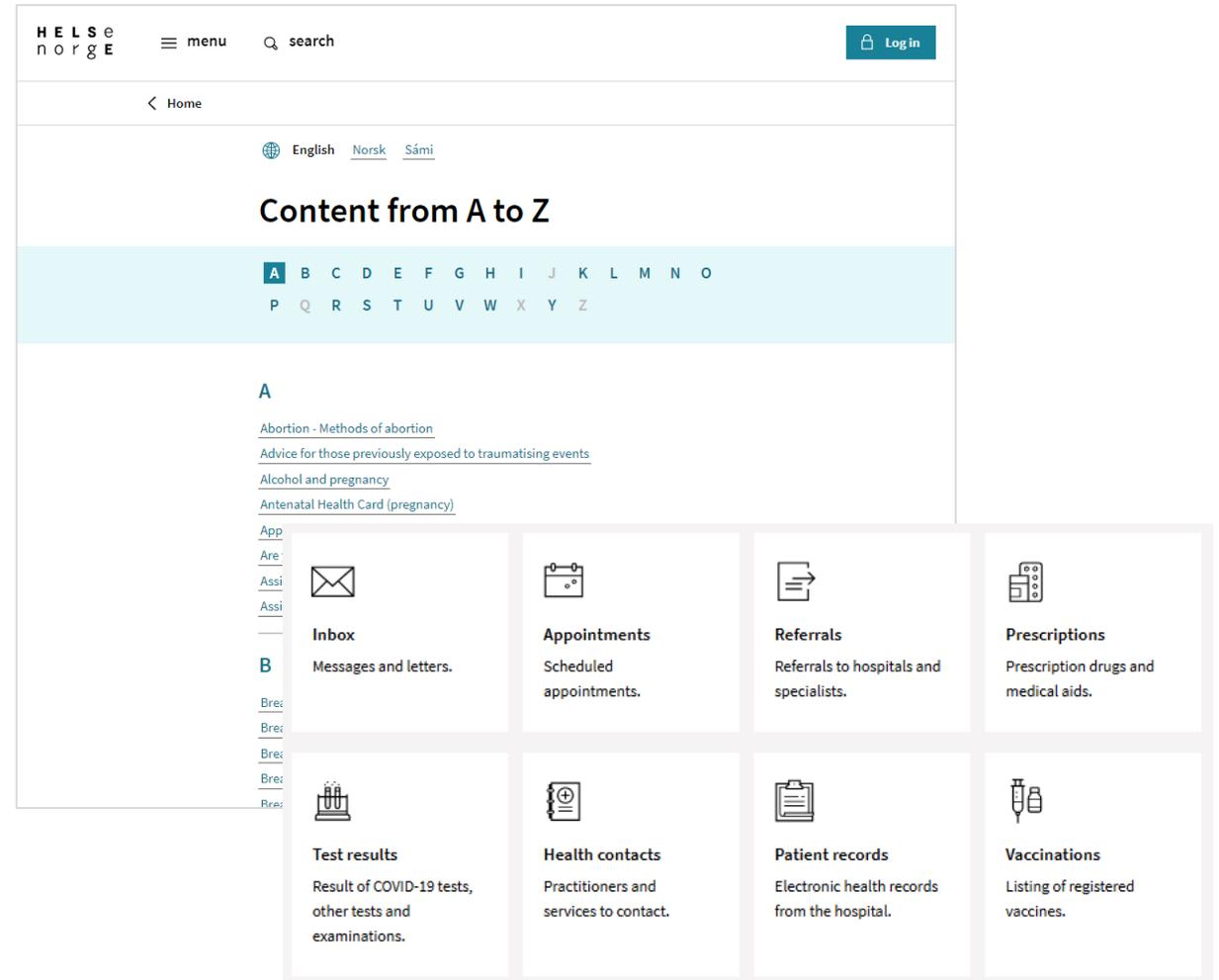
 Inbox Messages and letters.	 Appointments Scheduled appointments.	 Referrals Referrals to hospitals and specialists.	 Prescriptions Prescription drugs and medical aids.
 Test results Result of COVID-19 tests, other tests and examinations.	 Health contacts Practitioners and services to contact.	 Patient records Electronic health records from the hospital.	 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 EEA and Switzerland.	 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 Apps, videos and other self-help tools for better health.
 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.	 Research and screening Health surveys and research.

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What is available 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.

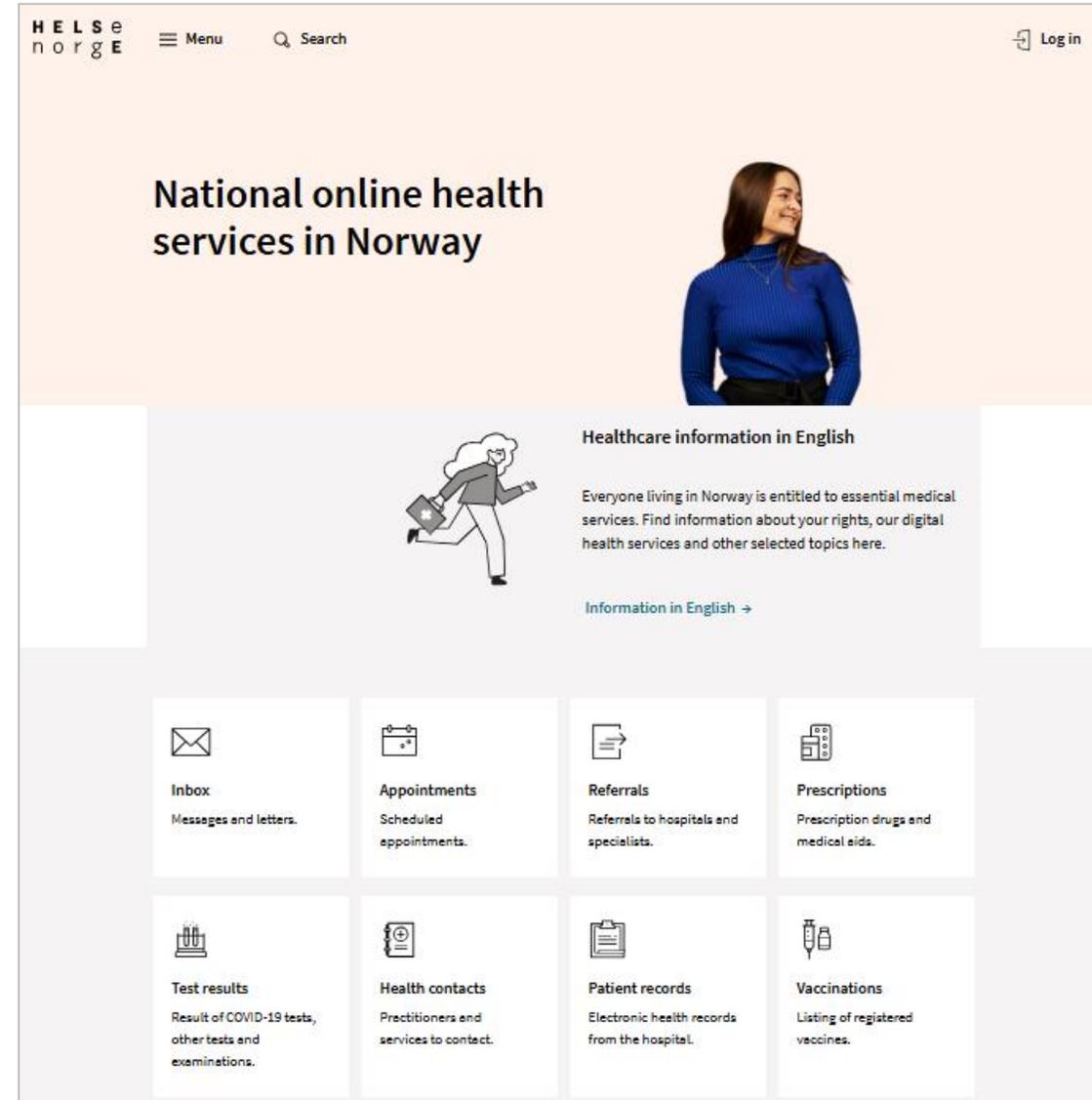


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The front page of Helsenorge

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.

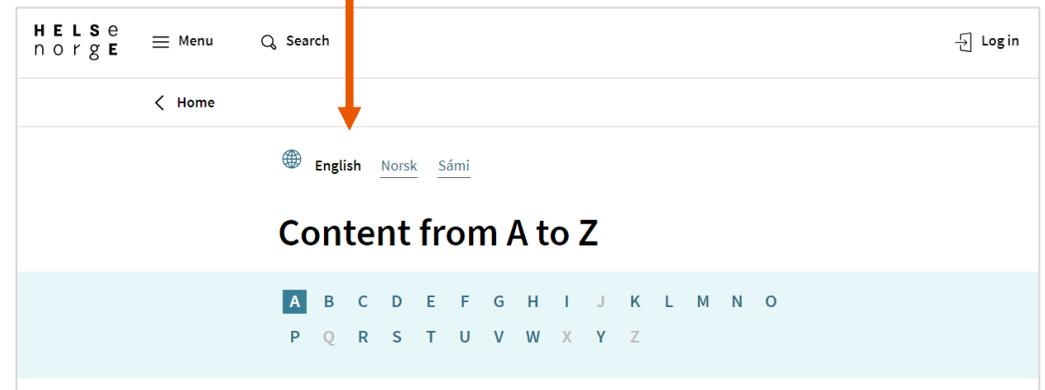


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Quality-assured content (1 of 2)

Helsenorge has information about many different health-related topics.

You can either use the search bar or see the A-Z (English) table of contents.

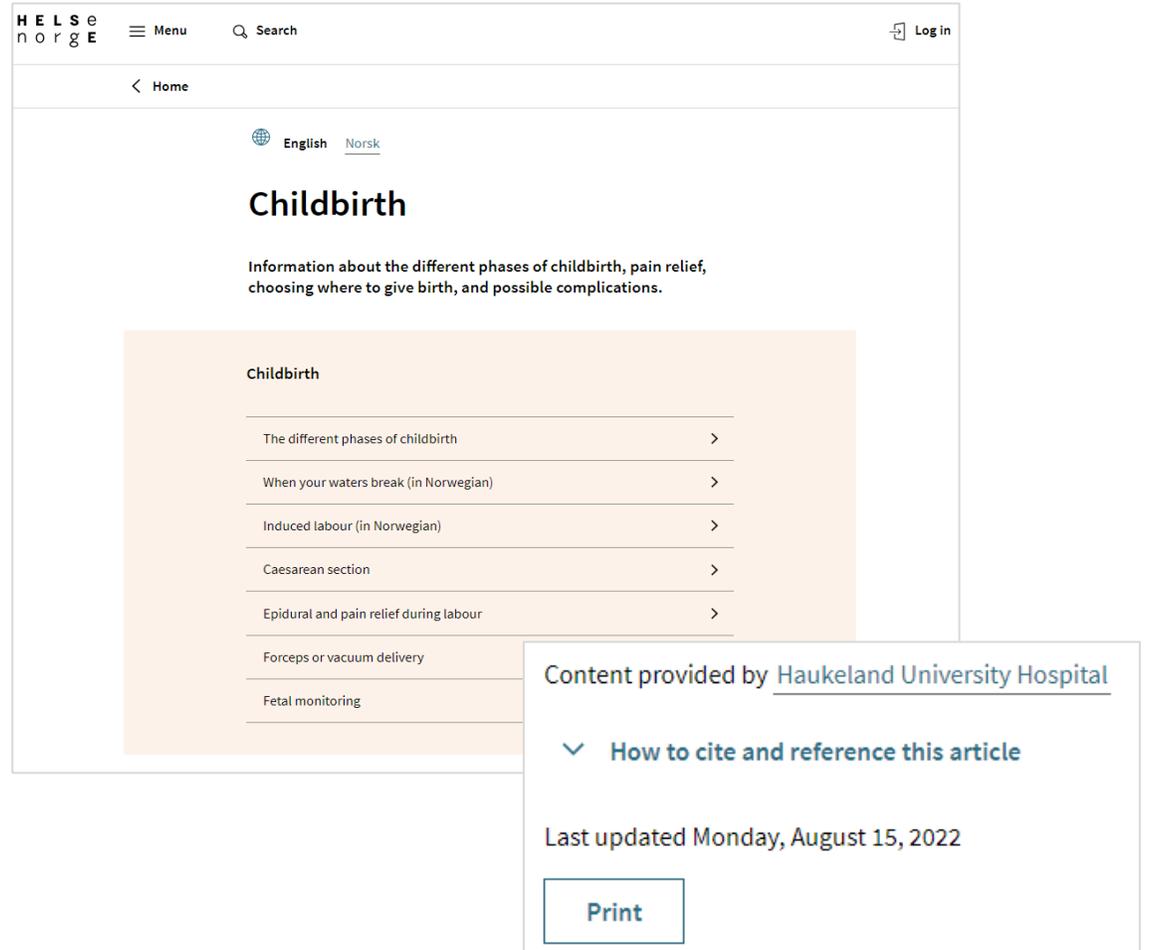


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Quality-assured content (2 of 2)

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 screenshot shows the user interface of the Helsenorge website. At the top, there is a navigation bar with the logo "HELSE NORGE", a "Menu" icon, a "Search" icon, and a "Log in" button. Below the navigation bar, there is a breadcrumb trail showing "Home". The main content area is titled "Childbirth" and includes a sub-header "Information about the different phases of childbirth, pain relief, choosing where to give birth, and possible complications." Below this, there is a list of sub-topics, each with a right-pointing arrow: "The different phases of childbirth", "When your waters break (in Norwegian)", "Induced labour (in Norwegian)", "Caesarean section", "Epidural and pain relief during labour", "Forceps or vacuum delivery", and "Fetal monitoring". To the right of the main content area, there is a sidebar with the text "Content provided by [Haukeland University Hospital](#)", a dropdown menu for "How to cite and reference this article", the text "Last updated Monday, August 15, 2022", and a "Print" button.

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Log in to access self-service solutions

The first time you log in to Helsenorge, you need to choose **level of consent**.

The choices you make, regarding access and consent, can be **changed** later.

You can also **withdraw** your consent to use Helsenorge.

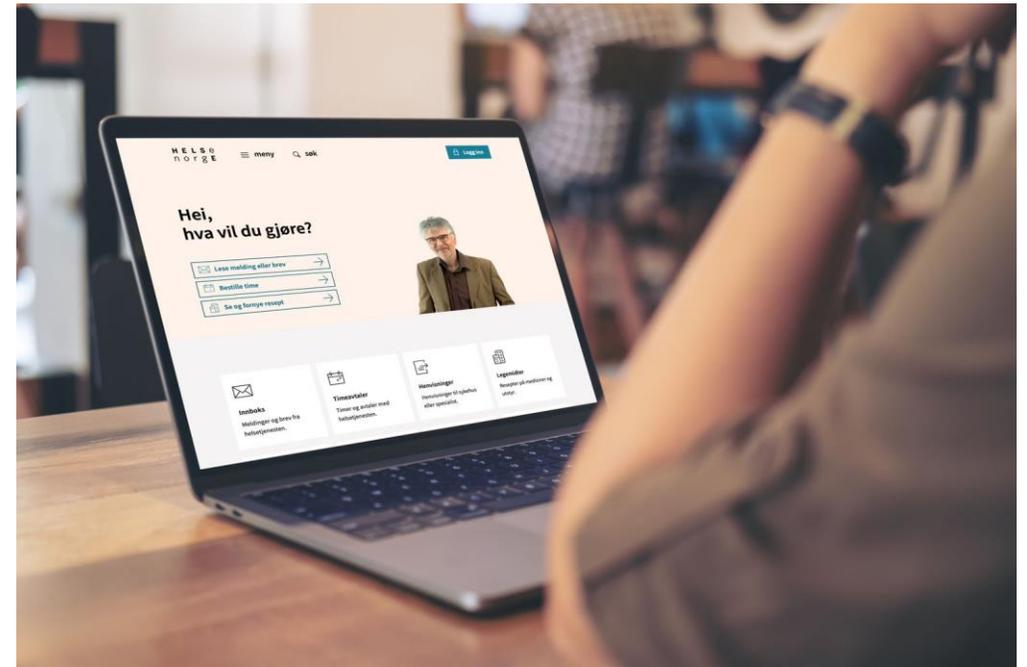


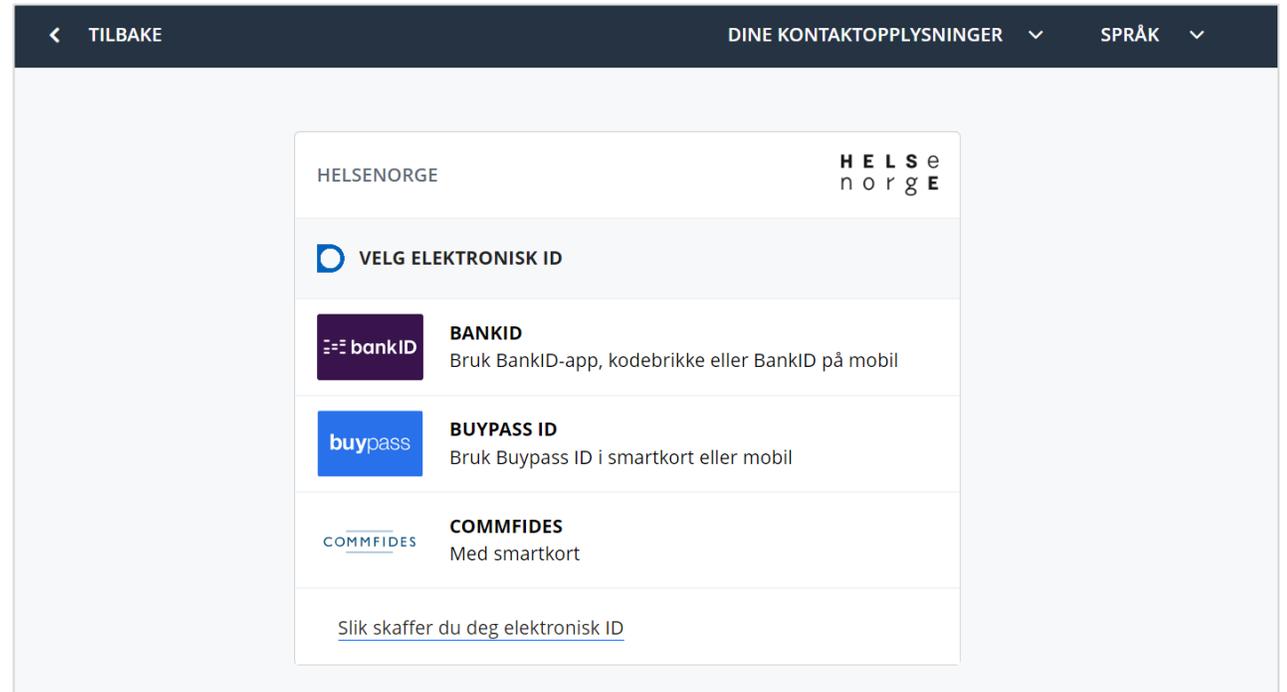
Illustration: Helsenorge / Mostphotos

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Who can log in to Helsenorge?

Everyone with a Norwegian **national ID number or D number** can log in to Helsenorge. You also need an **electronic ID**, as shown on the picture.

You must be at least 16 years old to use the digital services on Helsenorge.



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The Helsenorge app

You can log into the services via the Helsenorge app.

You can sign into the app by facial recognition, fingerprint or personal password.

Download the Helsenorge app from App Store or Google Play.

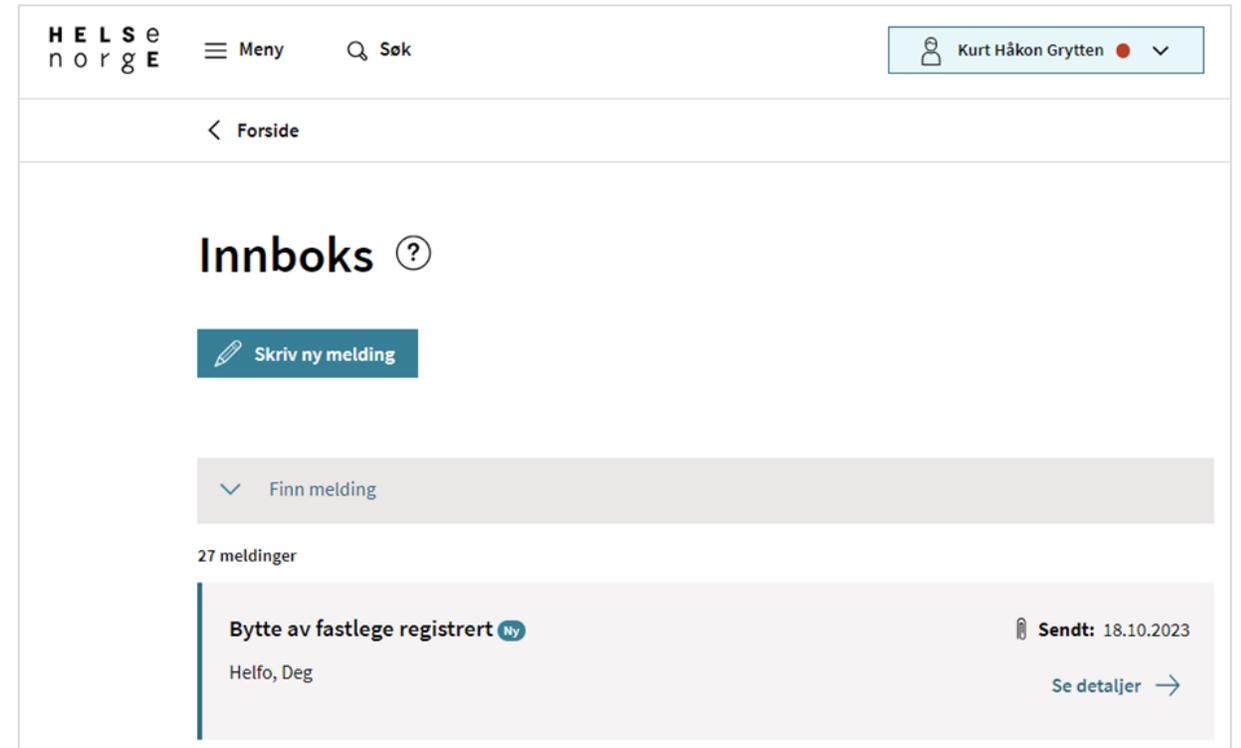


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Digital user

After you have registered as a user on Helsenorge, you will **receive information and messages digitally** instead of by 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 by 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 becomes available.

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 [Services at Helsenorge](#).

 Inbox Messages and letters.	 Appointments Scheduled appointments.	 Referrals Referrals to hospitals and specialists.	 Prescriptions 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.	 Vaccinations Listing of registered vaccines.
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Help in using the services

You can get help using the services by clicking “More about this service” or “More information about ... on Helsenorge”.

This is available for most of the services when you are logged in.

The screenshot displays the user interface of Helsenorge. At the top left, the logo 'HELSE NORGE' is visible, followed by a 'Menu' icon and a 'Search' field. In the top right corner, there is a 'Login' button. Below the header, a 'Home' link is present. The main content area features language selection options: 'English', 'Norsk', and 'Sámi'. The primary heading is 'Health Contacts', with a descriptive paragraph stating that these contacts provide information about current and former GPs and other contact persons in the health service. A prominent teal button labeled 'Log in to Helsekontakter (in Norwegian)' with a right-pointing arrow is positioned below the text. Underneath, a section titled 'About Health Contacts ("Helsekontakter")' provides an overview of the service and includes a link for 'More information about Health Contacts on Helsenorge (in Norwegian)'. At the bottom, a grey box titled 'More about this service' contains a list of expandable items: 'Consent', 'Power of attorney', 'On behalf of children under 16 years of age', and 'Unlisted address', each with a downward-pointing chevron icon.

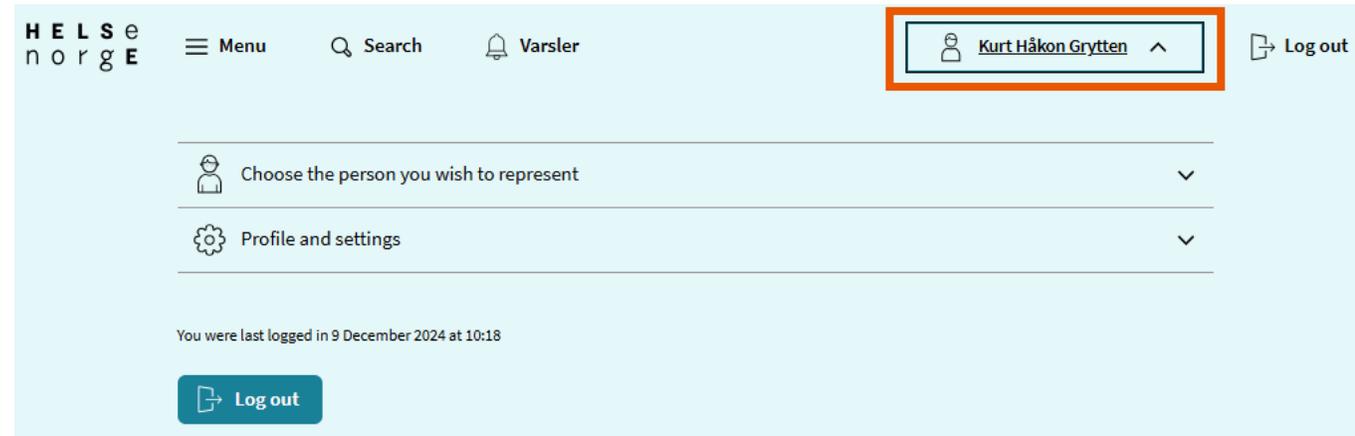
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The panel on top of the page

You can see if you have received any digital messages from the healthcare services, and other notifications.



At the far right is your name. By clicking this, you will find an overview of the **people that have given you permission to see their health information**, your **Profile and settings**, and the last time you were logged in to Helsenorge.



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Choose the person you wish to represent

You have access to **information about the persons you represent**, and whose health information you are allowed to see. This may be your children or others who have given you their power of attorney.

Some people only have access to their own health information. If that is the case, there will be no names listed here.

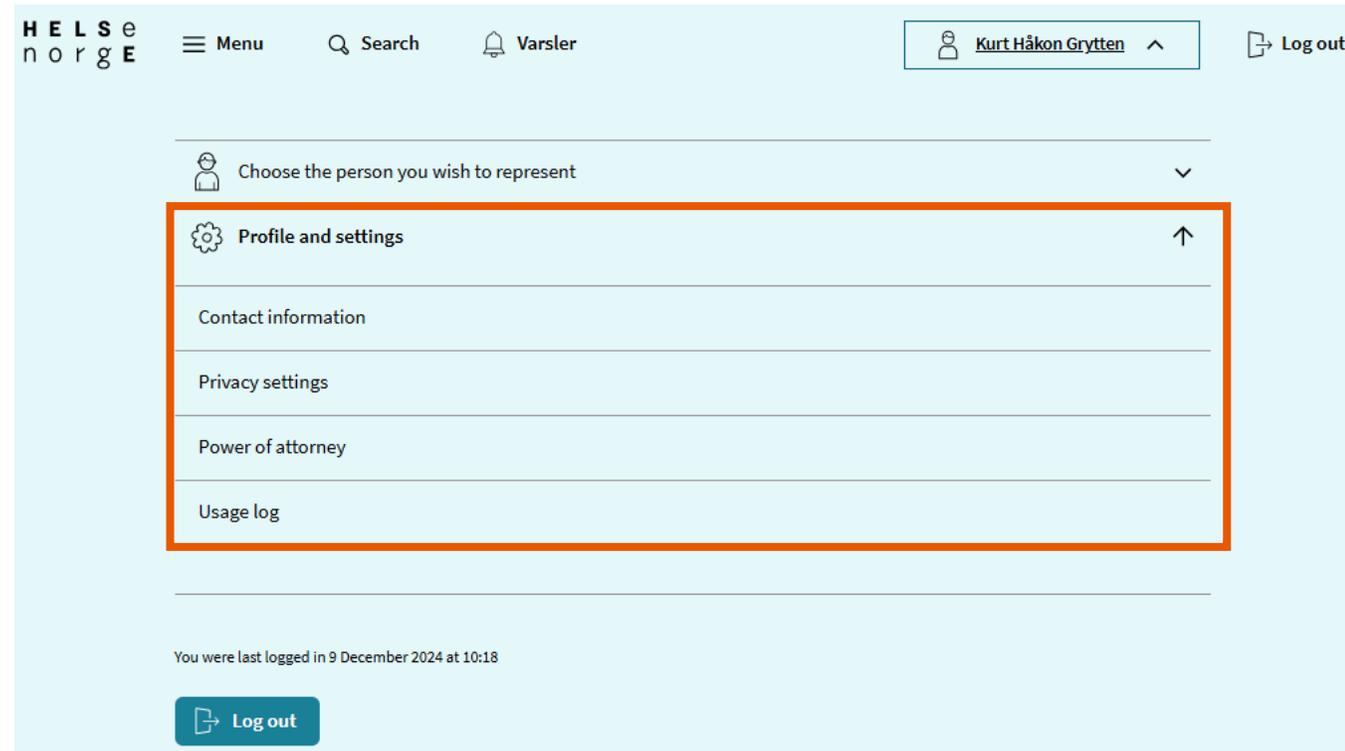
The screenshot displays the Helsenorge user interface. At the top, the logo 'HELSE Norge' is visible on the left, and navigation elements including 'Menu', 'Search', and 'Varsler' are in the center. On the right, the user's name 'Kurt Håkon Grytten' is shown with a dropdown arrow, and a 'Log out' button is present. The main content area is titled 'Choose the person you wish to represent' and is highlighted with an orange border. It contains an information message: 'Access to health information concerning your children will be limited between the ages of 12 and 16, and you will have no access after they have turned 16.' Below this, a list of people is shown: 'Kurt Håkon Grytten - yourself' (checked), 'An Anti Biotika (14 År) - you have parental rights', 'Fa Fakset Eresept (1 År) - you have parental rights', and 'Me Mega Multidose (6 År) - you have parental rights'. Each child entry has a red circle with the number '1'. At the bottom of the main area, there is a 'Profile and settings' link with a gear icon and a dropdown arrow. A footer note states 'You were last logged in 9 December 2024 at 10:18' and a 'Log out' button is at the very bottom.

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Profile and settings

Under Profile and settings, you can see your **Contact information**, **Privacy settings**, **Power of attorney** and **Usage log**.

Some of this information is obtained from various registers, such as the National Population Register and the Common Contact Register.



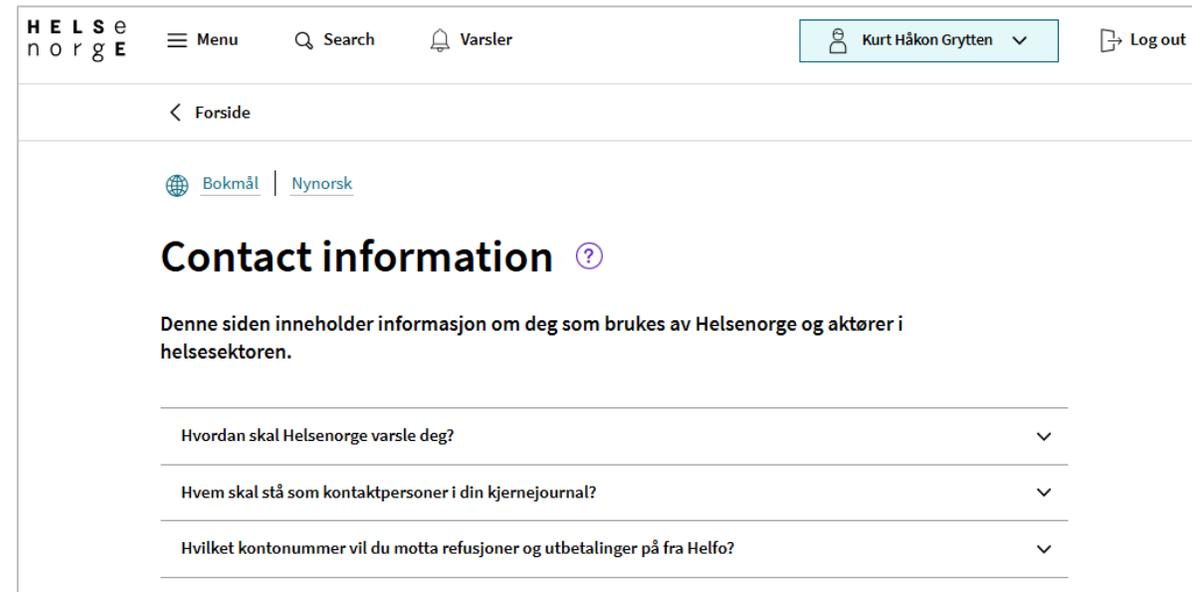
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Profile and settings → Contact information

This is where you can see your contact information and personal data.

You can choose which notifications you want to receive, and how you like to receive them (SMS or e-mail). What kind of notifications you will receive, depends on the level of consent you have selected for Helsenorge.

If you represent others at Helsenorge, you can change your notification setup for them as well. In this case, you may only receive notifications for the services you have access to.



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Profile and settings → Privacy settings

One of the choices in your profile is **How will you use Helsenorge?** When you choose or change level of consent, you choose which services you want access to.

In the section **Services and information that you and healthcare professionals have access to**, you can manage the access to the services.

In the section **Research, screening and health registries**, you can change access to health information related to research, screening and health registries

Privacy settings

How will you use Helsenorge?

You decide how much of Helsenorge you want to use. You must consent to the use of your health data. You can withdraw your consent if you do not wish to use Helsenorge anymore.

● You have consented to Full

[Change consent >](#)

Services and information that you and healthcare professionals have access to

You can manage your own use and decide who can contact you on Helsenorge. You can also restrict access to your health data by healthcare professionals.

● You are using default settings

[Change settings >](#)

Research, screening and health registries

You can change how the healthcare sector can store and use some of your health data.

● You are using default settings

[Change settings >](#)

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How will you use Helsenorge?

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

It is important that you read the information, before you choose which **level of consent** you want to give.

You can change your level of consent from **Privacy settings → How will you use Helsenorge?**

How will you use Helsenorge?

The Full, Basic+ and Basic consent options determine which services will be available to you. With Full consent, you will be able to access all services on Helsenorge. [?](#)

You have consented to **Full**

▼ Show content in Full

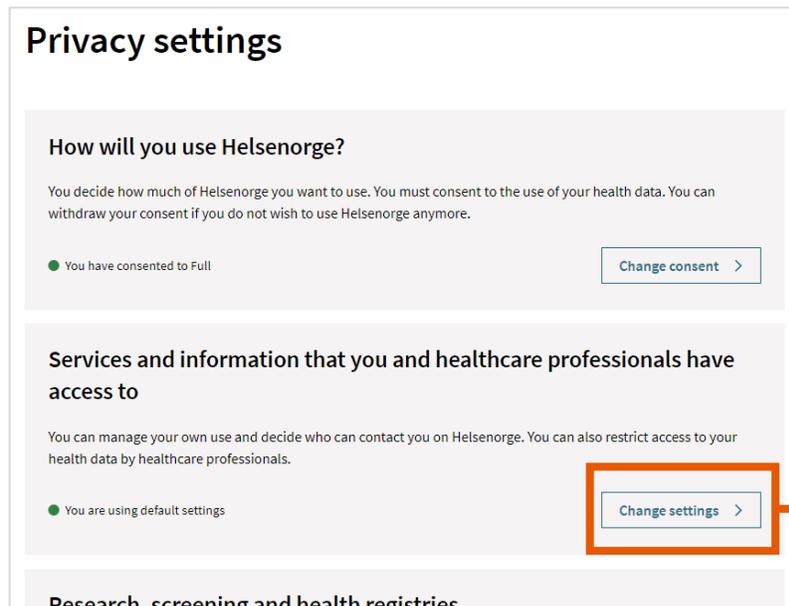
	<input checked="" type="radio"/> Full	<input type="radio"/> Basic+	<input type="radio"/> Basic
Access to health registries, COVID-19 certificate and COVID-19 test results	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Changing general practitioner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Exemption card status and user fees	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage consents and opt-outs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient record	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Prescriptions and vaccinations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointments and referrals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient travel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dialogue with health contacts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test results	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Withdraw your consent for Helsenorge](#) ▼

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Privacy settings: Access to your health information

From the section **Services and information that you and healthcare professionals have access to**, you can manage your own and other's access to services and personal data at Helsenorge.



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Profile and settings → Power of attorney

This is where you get overview on who you have given a power of attorney to, so they can act on your behalf, and who you have received a power of attorney from.

Click the **Gi fullmakt for Helsenorge** if you want to give another person a power of attorney for Helsenorge on your behalf. You can only give access to the services you have access to.

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Profile and settings → Usage log

Here you can see Logg over bruk, Aktive innlogginger og Tillatelser.

Logg over bruk shows how you have used the services at Helsenorge. If you have given power of attorney to someone else to see your health information, their usage history will also be shown here.

Aktive innlogginger lists where you have accessed Helsenorge from.

The screenshot shows the user's profile and settings page in the Helsenorge system. The user is identified as Kurt Håkon Grytten. The page has three tabs: 'Logg over bruk' (selected), 'Aktive innlogginger', and 'Tillatelser'. Below the tabs, there is a search bar labeled 'Finn logginnslag' and a dropdown arrow. The main content area displays a table with 1256 logginnslag. The table has four columns: 'Når', 'Hvem', 'Hva', and 'Hvor'. The first five rows of the table are shown below.

Når	Hvem	Hva	Hvor
09.12.2024	Kurt Håkon Grytten (egen bruk)	Helsetilbud	Helsenorge
09.12.2024	Kurt Håkon Grytten (egen bruk)	Fastlegetjenester	Helsenorge
09.12.2024	Kurt Håkon Grytten (egen bruk)	Fastlegevisning	Helsenorge
09.12.2024	Kurt Håkon Grytten (egen bruk)	Profil og innstillinger	Helsenorge
06.12.2024	Kurt Håkon Grytten (egen bruk)	Innboks	Helsenorge

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Digital healthcare services

When you are logged in, you have access to a variety of different digital healthcare services.

The most used services are **Prescriptions** and **Vaccinations**. You can also look up information about **Exemption card and user fees**, **Change General Practitioner**, create **Organ donor card** and submit a claim to **Patient travel**.

In your **Summary Care Record** you can add (critical) health information that healthcare professionals should know about.

 Inbox Messages and letters.	 Appointments Scheduled appointments.	 Referrals Referrals to hospitals and specialists.	 Prescriptions Prescription drugs and medical aids.
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Helsenorge - Summary

It's safe for you to use the services at Helsenorge.

If you have questions about self-service or need help navigate the website Helsenorge, you can call **Guidance Helsenorge at 23 32 70 00**.

Keep in mind that not all the services are available to everyone. Read more about what services are available: [Services at Helsenorge](#).

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