NON-EMERGENCY NUMBERS IN SWEDEN
2020-10-21
About SOS Alarm

- Company, owned by state, regions and municipalities together
- First PSAP opened 1974
- Operating the single emergency number 112
- Dispatching FRS and EMS for most municipalities/regions
- Also handling other tasks, like hotline for missing children 116 000
<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Managed by</th>
<th>Manned by</th>
<th>Open Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>116 000</td>
<td>Hotline for missing children</td>
<td>SOS Alarm</td>
<td>Volunteers</td>
<td>24/7</td>
</tr>
<tr>
<td>116 006</td>
<td>Victims of crime</td>
<td>Victim Support Sweden</td>
<td>Trained counselors</td>
<td>Everyday 9-12 and 14-21</td>
</tr>
<tr>
<td>116 111</td>
<td>Child helpline</td>
<td>BRIS (Children's Rights in Society Organisation)</td>
<td>Volunteers</td>
<td>Everyday 9-12 and 14-21</td>
</tr>
<tr>
<td>116 123</td>
<td>Emotional helpline</td>
<td>Church of Sweden</td>
<td>Volunteers</td>
<td>Weekdays 13-21, weekends 16-21</td>
</tr>
</tbody>
</table>
Three Non Emergency Numbers

- **1177** – Health Care Guide
- **113 13** – National Information Number
- **114 14** – Police non emergency
- ... and one website; [krisinformation.se](http://krisinformation.se)
1177 – Healthcare Guide 1177

Medical health care advice and service
Joint services provided to the general public by the 21 independent regions (responsible for health care)

First health care advice, ”Hospital center”, started in the 30’s, Health Care Information 1968, Health Care Advice in late 90’s

From November 2013 all under one number; 1177

Open 24/7

Manned by registered nurses

Reachable from abroad

Also 1177 Web; www.1177.se
1177 – Healthcare Guide 1177

- Info about diseases, treatments, rules and rights and also possible to log on to www.1177.se to get test results on covid-19

- Advisement nurses determine the need for further care, provide advice and/or recommend level of care needed (if any)

- Every county council/region conducts healthcare advisement on its own or through contracted advisement providers

- National network, the 1177 regional centers can cooperate

- Also other cooperation, like access to special services - language/sign interpretation

- 3,9 million calls answered 2019
Pro’s with 1177

▷ Builds upon a common quality-assured medical database and comprise healthcare advice via telephone and Internet

▷ In this manner, the general public is assured consistent, uniform advice

▷ The goals are to increase access to healthcare, strengthen the position of the patient and contribute to improved public health

▷ Helping the patient to the right level of care (which saves money for both patient and society)
114 14 – Non-emergency number to the Police
114 14 - to reach the Swedish Police

- 112 for urgent help, 114 14 for other matters pertaining to police reports, tip-offs and information
- Introduced in 2005
- Implementation necessary due to:
  - fragmented service (many numbers to different police regions and departments),
  - hard to find right service/person,
  - long waiting time in telephone queue
- Now 114 14 is the only one number to the Police, regardless of service needed
- Open 24/7
114 14 - to reach the Swedish Police

- Voice guided multiple choice and also switchboard if you need to speak to certain person, file a police report, or other – non-emergency – services
- Performs tasks such as witness interrogation in lesser crimes
- Reachable from abroad
- Also web; www.polisen.se
- 3,94 million calls answered 2019
- Automation; for example service where the citizen who calls already in the automated voice message can get a SMS-message with a link where to turn to in www.polisen.se, depending on type of business
113 13 – National number for receiving or leaving information about serious accidents or crisis
113 13- national information number

- Managed by SOS Alarm but operated by SOS Alarms subsidiary company YouCall
- Introduced in 2013
- Previously temporary numbers created at swine and bird flu, and blue tongue
- Purpose to unburden the emergency number 112
- Close proximity to Public Warning – to get more info about the issued PW
- Open 24/7
113 13- national information number

- 113 13 only gives verified information
- Caller can also leave information
- Works closely to 112 – can for example confirm that resources are dispatched to a fire
- Uses websites and first hand info from authorities, municipalities or other official bodies to inform (krisinformation.se)
- Can also give feedback to authorities about what questions that are “hot”, new questions that should be answered, trends, etc
- Has unburdened 112 and especially 1177
- Normally around 40 calls/day, now around 1 200 (almost 36 000 at most)
Krisinformation.se

Information website, summarising information, for example around covid-19, and linking to authorities websites – all relevant info can be found in one place.
Common features and challenges
Survey: Do you know these numbers?
Period: Q3, 2019, pre-covid-19

- I know about 112: 100 (Yes), 0 (No)
- I know about 113 13: 46 (Yes), 55 (No)
- I know about 114 14: 94 (Yes), 15 (No)
- I know about 1177: 89 (Yes), 11 (No)
Survey: Do you know these numbers?
Period: Q3, 2020

- I know about 112: 99 Yes, 1 No, +12%
- I know about 113 13: 58 Yes, 42 No, +12%
- I know about 114 14: 83 Yes, 17 No, +6%
- I know about 1177: 95 Yes, 5 No, +6%
How has covid-19 affected?

- Lower rate of incoming calls on 114 14, but some calls about covid-19 (because of long waiting times on 1177 and 113 13)
- Large increase of calls on 1177, touchtone dialing and introducing forwarding of calls to 113 13, ”Press 9 if general questions about covid”
- Temporarily enormous increase of calls to 113 13, still large compared to normal, hitherto over 500 000, compared to 10 028 during whole of 2019
- 113 13 unburdens 1177 so that they can focus on calls regarding symptoms
- Co-operation forums created to coordinate communication – during coronacrise for example a weekly meeting with 1177, 113 13 and authorities
Common features

- Short numbers beginning with 11 are registered as “numbers for important services for society” in Swedish numbering plan
- Numbers should be dialled without an area code
- Cost for call = regular call cost
Challenges

- When introducing a new number – how to inform the public most effectively
- Keeping the number well known to the public
- Clear message about use of the numbers (and 112) – when to use which number
- Co-operation between the bodies/numbers
- Upscale when increase of calls (sudden or over long term)
- Getting continuing info from concerned authorities to forward to the public
- Open to use new methods and technology/automation (AI, chatbots, etc)
- Financing
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