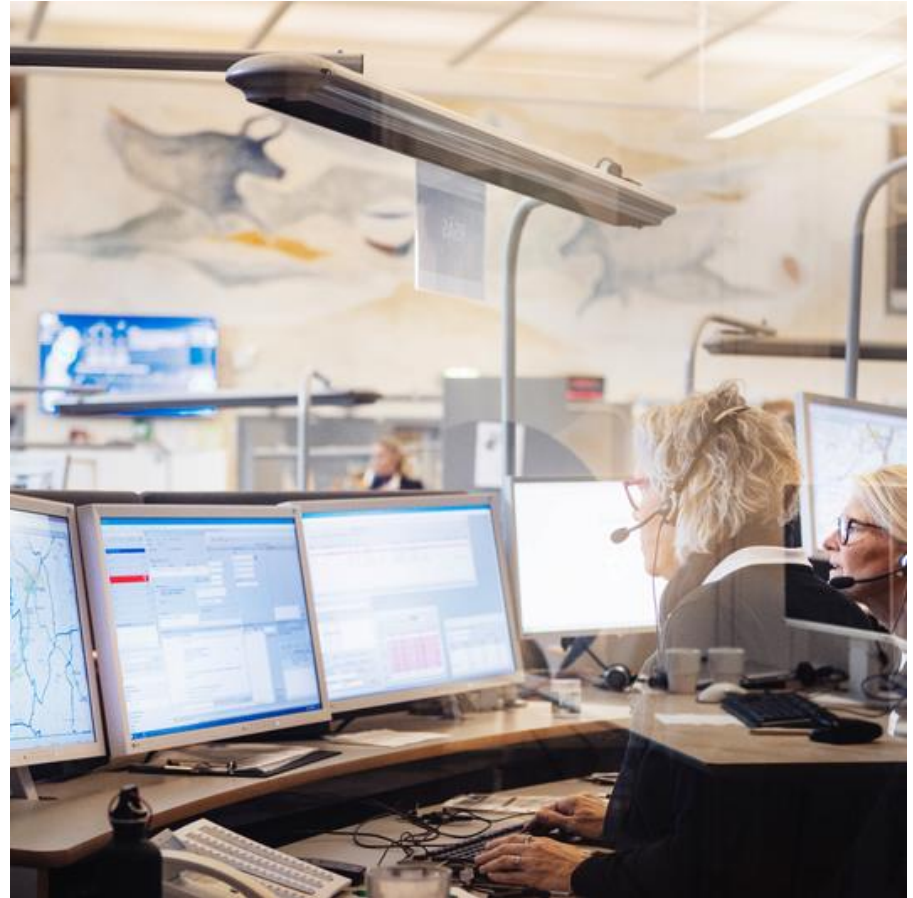




NON-EMERGENCY NUMBERS IN SWEDEN  
2020-10-21

# 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



# EU harmonised numbers for services of social value

## 116 000

- Hotline for missing children
- Operated by SOS Alarm
- In close proximity to 112
- Caller usually connected to the police
- Open 24/7

## 116 006

- Victims of crime
- Operated by Victim Support Sweden
- NGO/non-profit org
- Manned by Volunteers
- Open everyday 9-19

## 116 111

- Child helpline
- Managed by BRIS (Children's Rights in Society Organisation)
- NGO/non-profit org
- Manned by trained counselors
- Open everyday 9-12 and 14-21

## 116 123

- Emotional helpline
- Managed by the Church of Sweden
- Manned by volunteers
- Open weekdays 13-21, weekends 16-21
- 116 123 not promoted

# Three Non Emergency Numbers

- **1177** – Health Care Guide
- **113 13** – National Information Number
- **114 14** – Police non emergency
- ... and one website; **krisinformation.se**



# 1177 – Healthcare Guide 1177

Medical health care advice  
and service



# 1177 - Healthcare Guide 1177

- 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](http://www.1177.se)



# 1177 – Healthcare Guide 1177

- › Info about diseases, treatments, rules and rights and also possible to log on to [www.1177.se](http://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 swithboard 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](http://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](http://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](http://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

The screenshot shows the Krisinformation.se website. At the top, there is a dark blue header with the logo and navigation links for 'Låsen', 'Svenska', and 'SEARCH'. Below the header is a green navigation bar with three main categories: 'HAZARDS AND RISKS' (Local conditions), 'FINDING HELP AND SERVICES' (How to seek assistance), and 'DISASTERS AND INCIDENTS' (Past and present). A secondary navigation bar indicates 'Weather warnings from SMHI'. The main content area features a blue banner stating 'The pandemic is not over.' Below this, there are several article cards. The first card is titled 'Official information on the Covid-19 outbreak' and includes a sub-section 'Important public announcement for Jägersro in Malmö' with a 'News archive' link. The second card is titled 'Weather warnings' and mentions the Swedish Meteorological and Hydrological Institute (SMHI). The third card is titled 'Visiting Sweden during the Covid-19 pandemic'. At the bottom, there is a blue box with a speech bubble containing 'Covid-19' and the text 'Information in other languages', followed by a link 'Information about the coronavirus in other languages' and a 'Read more' link. A footer with the 'SOS Alarm' logo is visible in the bottom right corner.

**KRISINFORMATION.SE**  
Emergency information from Swedish authorities

Låsen Svenska SEARCH

Weather warnings from SMHI

**HAZARDS AND RISKS**  
Local conditions

**FINDING HELP AND SERVICES**  
How to seek assistance

**DISASTERS AND INCIDENTS**  
Past and present

**The pandemic is not over.**

**Official information on the Covid-19 outbreak**

Here you find information to the public from the responsible Swedish authorities about the coronavirus and the outbreak of Covid-19.

FAQ about Covid-19 from The Public Health Agency of Sweden

**Weather warnings**

In Sweden the Swedish Meteorological and Hydrological Institute (SMHI) provides weather forecasts and issues weather warnings. When a weather warning is issued, it means that the weather may pose a risk to people and cause societal disruptions, such as traffic disruptions or power outages.

**Important public announcement for Jägersro in Malmö**

Update oktober 20, 03:25: This message no longer applies.

News archive

**How to slow down the spread of covid-19**

- Stay at home if you have symptoms. [Common symptoms of Covid-19.](#)
- Wash your hands frequently with soap and water for at least 20 seconds.
- Keep your distance from other people, both indoors and outdoors.
- Be careful when visiting people who are aged 70+ or belong to an at-risk group.
- Work from home if possible.
- If you are aged 70 or over it is particularly important to limit physical contacts and avoid places where people gather.
- Avoid large social gatherings.

**Visiting Sweden during the Covid-19 pandemic**

Here you find information to the public from the responsible authorities about the coronavirus and the outbreak of Covid 19.

**Covid-19** Information in other languages

**Information about the coronavirus in other languages**

Covid-19 information from Swedish authorities in other languages.

Read more

**SOS Alarm**

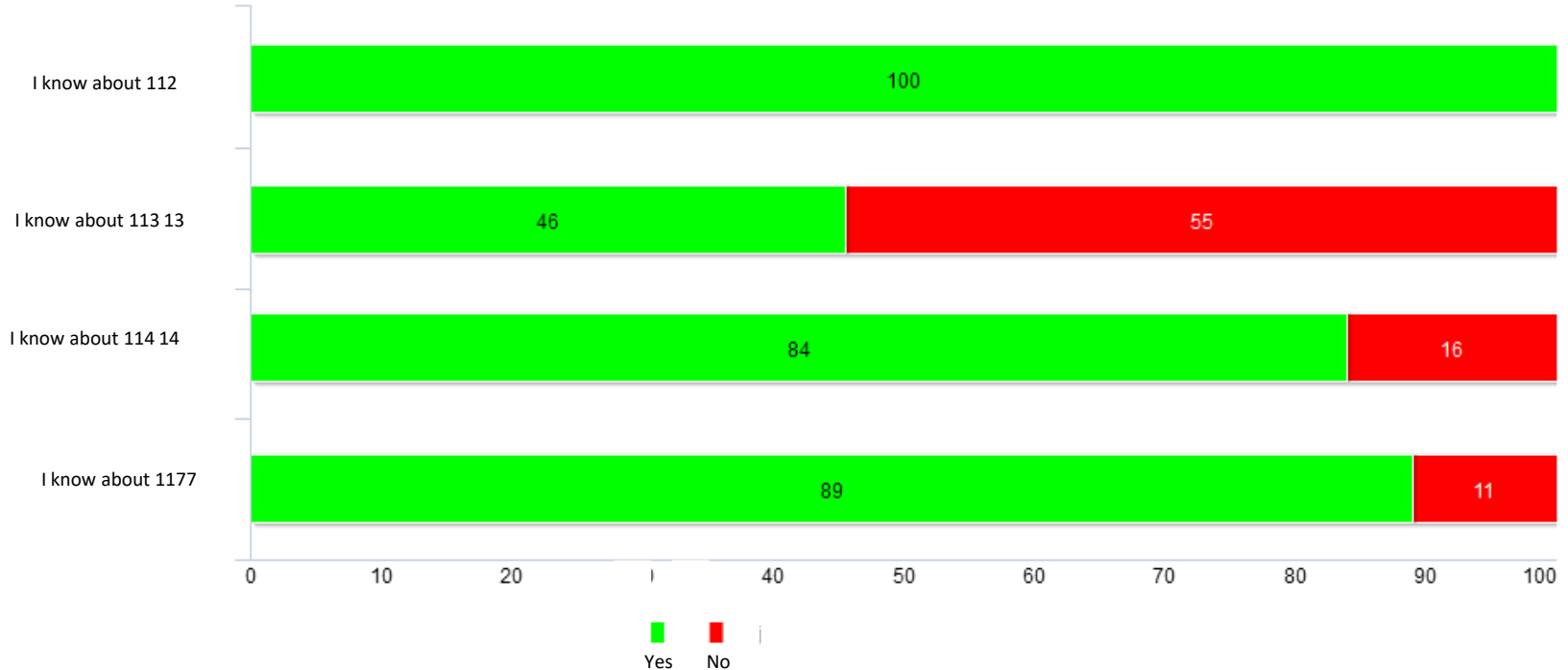
# Common features and challenges





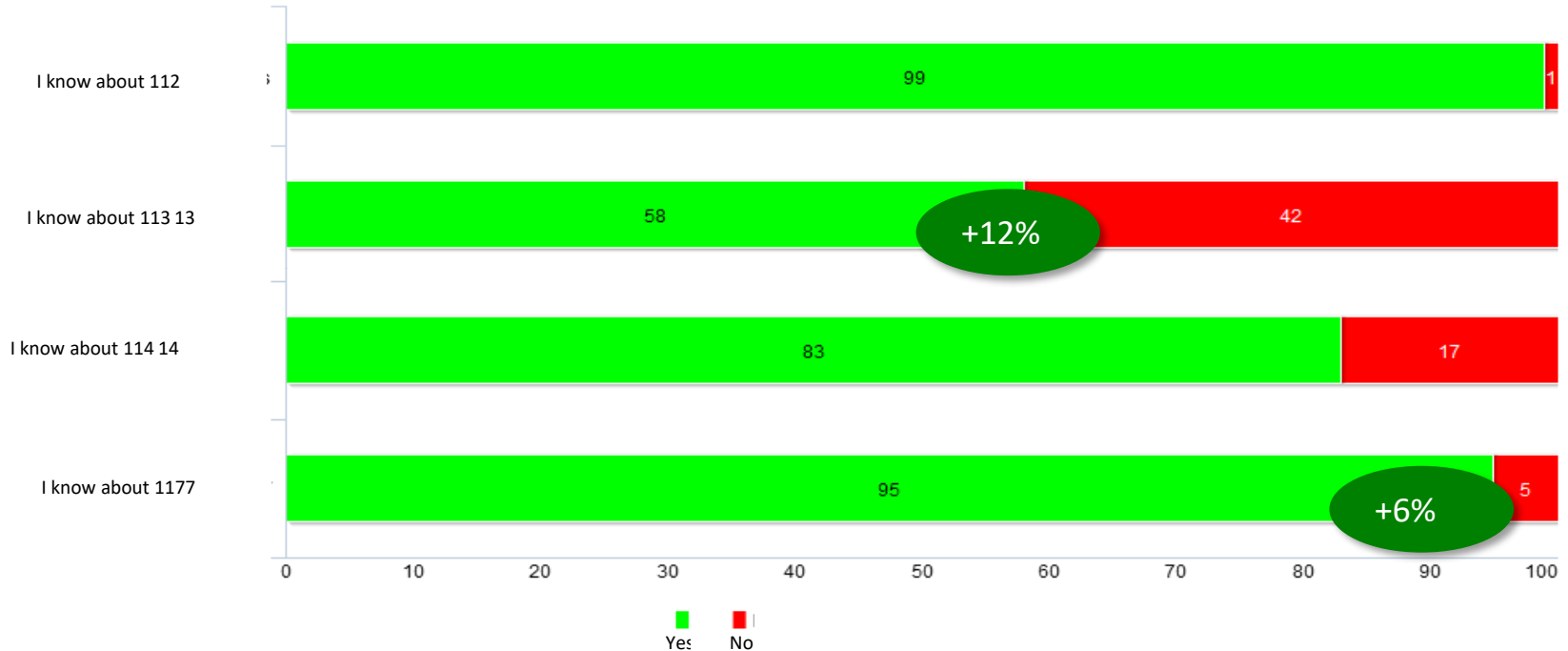
# Survey: Do you know these numbers?

Period: Q3, 2019, pre-covid-19



# Survey: Do you know these numbers?

## Period: Q3, 2020



# 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 coronacrisis 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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