

# The Basic Information on the Health Care for Foreigners Employed at the IOCB Prague

## Health Insurance

As of the first day of employment, you are medically insured with Všeobecná zdravotní pojišťovna (VZP – General Health Insurance Company).

Please collect **your insurance number** at the Payroll Department within 7 days from the beginning of your employment. This number is required for any medical examination in the Czech Republic.

You are going to be asked by the Payroll Department to collect the health insurance card, issued by the health insurance company within 3 months after the commencement of employment.

## The Provision of Health Care

### **Regular health care:**

After collection of your health insurance number, you should register with a general practitioner of your choice.

A medical examination by a medical practitioner or a specialist recommended by the practitioner is free of charge, and so is hospital care.

The general practitioner is the first point of contact for health problems (the first examination) and drug prescription. An examination by most of the specialists can only be done on the grounds of a referral issued by the general practitioner.

If you are looking for the general practitioner, you can register at MUDr. Sylva Kohoutova's medical office (tel.: 235 350 262). Corner of Zelena str. and Koulova str., just cross the street from our institute.

### **Emergency health care:**

In the case of injuries and other acute health problems when it is not possible or appropriate to visit a general practitioner, you can visit any medical emergency service or the Foreign and Private Patient Department of Motol Hospital (see the contact below). We recommend you find out the addresses of the nearest hospitals with an emergency department in your area of stay.

In the case of a sudden serious illness or injury when you are not able to go to a doctor on your own, dial the toll-free number 155 (emergency and rescue service) or 112 (central emergency number).

## Travelling within the EU

The VZP insurance card is valid in all EU countries,

and you are eligible for necessary medical services regarding sudden infection, injury, etc. Please bear in mind that not all general practitioners are willing to accept the VZP insurance card. In that case, you will have to pay for the services provided. Remember to keep the receipts and contact VZP upon your arrival to seek reimbursement for your medical expenses abroad (tel. 952 222 222, [ekk@vzp.cz](mailto:ekk@vzp.cz), [www.vzp.cz](http://www.vzp.cz)).

In the case of trips including sports or other high-risk activities (such as skiing, climbing, diving, etc.), VZP recommends that you arrange additional travel insurance as the basic insurance does not cover special services and medical procedures related to extreme sports and services beyond the necessary/basic medical treatment (i.e. mountain rescue services, helicopter transport, orthopedic services, any specialist medical services, etc.).

For more information on medical services abroad and VZP coverage, please go to <https://www.pvzp.cz/en/products/travel-insurance/>

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## Motol University Hospital – The Outpatient Department for Foreigners

V Úvalu 84, 150 06 Prague 5

**Reception: Tel.:** +420 224 438 577

If you have a **non-acute health problem** requiring a general practitioner (not a specialist), make an appointment by phone in advance in the office hours given above or make an appointment with your general practitioner. In the case of acute health problems, you can come at any time to the emergency room, or a specialist outpatient department. **The Outpatient Department (ambulance) for Foreigners does not substitute for the services of a general practitioner.**

### Office hours of the Outpatient Department for Foreigners – Adults

**Tel.:** +420 224 433 698

+420 224 433 697

If your child has a **non-acute health problem** requiring a general practitioner (not a specialist), make an appointment by phone in advance.

### Frequently asked questions:

#### What shall I do when I need medical help? What doctors can I contact?

If your illness does not require quick treatment, contact the doctor with whom you are registered.

If your condition requires acute and emergency medical care, you must be treated at any, thus also the closest, medical facility even if you do not present your insurance card (yet patients without an insurance card may be asked to pay for the treatment). It is best to find the emergency department in the nearest hospital.

In the case of a sudden serious illness or injury when you are not able to go to a doctor on your own, dial the toll-free (also from a mobile phone) number 155 (emergency and rescue service) or 112 (central emergency number).

#### Can I dial emergency line If I speak a foreign language?

If you do not speak Czech and need urgent medical care, it is better to contact the toll-free central emergency line 112. Besides Czech, its operators speak also English and German. After you tell them about your problem, they will contact the emergency service themselves and, if necessary, they will interpret your communication with the doctor.

#### What is covered by health insurance and what am I supposed to pay myself?

**Public health insurance** covers the following health care:

- a visit to a doctor's office and hospital medical care
- a visit to an emergency room (you must pay the regulatory fee of CZK 90), emergency service
- long-term specialist treatment (e.g. the treatment of more serious diseases)
- preventive care (e.g. gynecological examinations, preventive health checks)
- medicine and dental products; only the basic dental material is covered, it is usually necessary to pay some extra money)
- ambulance patient transport