



**HELLENIC REPUBLIC  
MINISTRY OF HEALTH**



**National  
Organization for  
Provision of  
Healthcare  
Services**

# **ACCESS TO HEALTHCARE SERVICES WHILE VISITING GREECE – VISITOR’S GUIDE**





## GREECE

### Find help in case of an Emergency

In the event of an emergency, you can request medical assistance – ambulance service by calling **166**.

### I.Treatment

The Greek national Healthcare System provides healthcare services through a network of public / state providers as well as contracted private providers.

Access to primary, secondary and ambulatory healthcare for insured European citizens who hold a valid European Health Insurance Card (EHIC) or a Provisional Replacement Certificate (PRC) is ensured by presenting the EHIC and proof of identification (passport or ID) in the network of healthcare providers.



**A. Primary healthcare services include doctor visits and diagnostic examinations, provided by:**

- ✓ **EOPYY contracted** private Healthcare providers (doctors, diagnostic laboratories, outpatient units of private clinics, Chronic Dialysis Units and Artificial Kidney Units).
- ✓ **Health Centers** (local or regional practices) - public healthcare
- ✓ Emergency departments of State Hospitals, Health Centers, Rural and Regional medical offices of the National Health System (greek acronym ESY).
- ✓ Certified **private doctors**, without a contract with EOPYY, **ONLY** for providing e-prescription for

medication or electronic referral for diagnostic tests. **Visits to certified private doctor's offices are paid privately and are not covered by the EHIC.**

**B. Secondary or hospital healthcare for EHIC / PRC holders is provided by:**

- ✓ EOPYY contracted private clinics
- ✓ Public / State Hospitals of the National Health System (ESY)



### 1. Doctors

You can consult a doctor by visiting:

- ✓ The public Healthcare System (Health Centers or ESY hospital outpatient services) free of charge
- ✓ EOPYY contracted family doctors (GP, Pathologists, Pediatricians) free of charge
- ✓ EOPYY contracted private medical practices for the remaining medical specialties (other than those of the family doctors) free of charge.

Please note that EOPYY contracted private doctors have a limit of 200 consultations per month free of charge. **Beyond this limitation, patients are required to pay privately** for the consultation and therefore you are advised to enquire about the availability for EHIC holders beforehand.

**! IMPORTANT!** If you do not have a valid EHIC /PRC with you at the time of assistance, then you will be required to pay for the services and you should **obtain a receipt with the date and the medical diagnosis noted, appropriately stamped and signed by the treating doctor**. You can submit this to claim reimbursement, to the competent health insurer in your home country.

## 2.Dentists

Necessary dental treatment is mainly free of charge **ONLY** at ESY units or Health Centers, where available. There are no EOPYY contracted dentists, so if you choose a **private dentist** you will have to **pay privately** for your dental care.

## A3.Diagnostic examinations



If necessary diagnostic examinations are required, your treating doctor will prescribe them electronically and give you the necessary referral to perform them, appropriately stamped and signed. Diagnostic examinations can be provided by:

- ✓ **EOPYY contracted** private diagnostic laboratories (**there is a 15 % patient co-payment to the total cost**)
- ✓ Laboratories of **EOPYY contracted private clinics** (**there is a 15 % patient co-payment to the total cost**)
- ✓ **Health Centers**, where available (National Primary Healthcare Network) (**free of charge**)
- ✓ **Outpatient Public Hospital Services** of the National Health System (**free of charge**)
- ✓ **ESY rural and regional medical offices**, where available (**free of charge**)

Diagnostic examinations carried out at **non-public or non-contracted with EOPYY** private laboratories are not covered by the EHIC /PRC and you will **have to pay privately for all costs**.



### **3.Hospital Treatment**

In emergencies, you can go directly to a **public hospital** on duty. You can call emergency line 166 in order to request information on which hospitals are on-call duty and also to request emergency ambulance transport if needed.

Usually, a doctor will provide a referral for hospital treatment. Present your EHIC /PRC and your ID upon arrival on admissions. Hospital treatment is **free in public / state hospitals**. If you choose to be treated in an **EOPYY contracted private clinic**, then you will be required to **pay co-payment for part of the hospitalization cost (30 % for DRG applied or 10% for daily hospitalization), all doctor's and anesthesiologist fees, choice of room upgrades and other potential additional charges** per case depending on the type of surgery performed.

**! IMPORTANT!** If you choose to be hospitalized in a private clinic without a contract with EOPYY you will not be covered with your EHIC and you will have to **pay privately for all costs**.

### **4.Ambulance / Air ambulance**



When an emergency ambulance transport is required, you can dial 166 to be transported **to a public hospital on duty**. Emergency ambulance transportation is provided **free of charge by EKAV** (National Centre for Emergency Care). In case of ambulance transportation provided by private clinics, you will be required to pay privately.

Transportation by **air ambulance**, which is the responsibility of the National Centre for Emergency Care (EKAV), is free of charge in most cases such as transportation from an

island to the mainland due to a life threatening health condition.

### **5.Prescriptions**



If your medical condition requires medication, then your treating doctor can provide you with the necessary e-prescription of your medication. You can purchase your medication at any pharmacy as long as you carry your EHIC / PRC and the prescription is stamped and signed accordingly.

E-prescriptions must be dispensed within the time limitation indicated on the upper right part of the prescription, otherwise they will be automatically cancelled.

In most cases, there is a 25 % patient co-payment to the cost of the prescribed medication but for some groups of patients such as the chronically ill, medication is free of charge or a reduced patient contribution is implemented.

For each dispensed e-prescription there is a 1,00 € fee (non-reimbursable).

**High cost medication** for the chronically ill patients is supplied **ONLY by the specialized EOPYY pharmacies free of charge**. As a prerequisite for this is to obtain an e-prescription from a public hospital physician and in some cases, special authorization is required. Details concerning this category of medication will be provided by your prescribing doctor.

- ❖ Information about the list of EOPYY-Pharmacies is available at: <https://eopyy.gov.gr/PharmacyList>.
- ❖ Information about the medication provided by EOPYY-Pharmacies is available at: <https://eopyy.gov.gr/medicine/list>

## II.Reimbursement



As an EHIC / PRC holder, you are equalized to Greek insured nationals for the healthcare benefits in kind you receive, with the same conditions and financial obligations.

If you are not an EHIC or PRC holder at the moment of receiving healthcare treatment and you pay for all costs incurred, you are strongly advised to keep all medical documentation **properly dated, signed and stamped by the treating doctor**. These include:

- ✓ *Doctor's prescriptions for medication or medical examinations, signed and stamped (the name of the patient, the date and the diagnosis should be noted on the prescription)*
- ✓ *Prescription labels from the medical packages from the pharmacy*
- ✓ *Healthcare provider's receipts for the treatment received*
- ✓ *Doctor's / Hospital medical reports*
- ✓ *Hospital documentation such as admissions / discharge notes*
- ✓ *Analytical official invoices with cost breakdown*
- ✓ *Pharmacy receipts, etc.*

The above documentation will be required in order to submit them for reimbursement to the competent health insurer in your home country.

**! Important!** Any healthcare treatment provided by **private non-contracted** with EOPYY healthcare providers, is not reimbursable according to Greek National legislation.

## III.Co-payment / Patient's financial contribution

It is important to note that when applicable, **co-payments** (patient's financial contribution) or any other type of costs that, according to Greek National Legislation, burdens financially the Greek insured citizens for the benefits in kind provided (primary and secondary healthcare), are paid privately from all patients (pursuant to the European Regulations the insured person is entitled to benefits in kind on the same terms as those applicable to persons insured under the legislation of the Member State of stay), unless otherwise specified.

The patient's financial contribution at a glance:

HEALTHCARE SERVICE	CATEGORY	PATIENT CO-PAYMENT
<b>Doctor visit</b>	EOPYY contracted family doctors (GP, Pathologists, Pediatricians)	Free of charge
	EOPYY contracted private medical doctors for the remaining medical specialties (other than those of the family doctors)	Free for the first 200 consultations/month – 100 % charge beyond this limit
	Health Centers / ESY hospital outpatient ER services	Free of charge
	Private non – EOPYY contracted doctors	Paid privately
<b>Diagnostic examinations</b>	EOPYY contracted private diagnostic laboratories/private clinics outpatient laboratories	15 %
	Health centers / Public Hospitals diagnostic laboratories (ESY)	Free of charge
	Private non – EOPYY contracted diagnostic laboratories	Paid privately
<b>Inpatient Hospital treatment</b>	EOPYY contracted private clinics	30 % of the DRG charged as well as all doctor's and anesthesiologist fees, choice of room upgrades and other potential additional charges per case depending on the type of treatment received are paid privately
	Public / State Hospitals of the National Health System (ESY)	Free of charge
	Private non – EOPYY contracted clinics	Paid privately
<b>Prescribed medication</b>	Any pharmacy	25 % (for some groups such as the chronically ill, medication is free of charge or the patient co-payment may be reduced). For each dispensed e-prescription there is a 1,00 € non- refundable fee)
<b>High cost medication (for chronic diseases)</b>	EOPYY specialized pharmacies ONLY	Free of charge

#### **IV. Pre-existing - Chronic conditions and healthcare treatment**

For chronically ill patients who, during their temporary stay in Greece will need specialized care such as hemodialysis, oxygen therapy, chemotherapy, etc., it absolutely necessary for them to contact in advance, before they arrive in Greece, the competent healthcare provider in order to deal with availability issues, medical personal information or other issues in order to assure a safe and timely treatment.

It is strongly advised that patients in this category pre-arrange treatment before travelling.

If treatment is provided at ESY Units, Public / State Hospitals or EOPYY contracted private providers, then there is no charge as long as you carry with you your EHIC. If you opt for treatment at private healthcare providers, then you will have to pay privately.

#### **V.Important contact details**



For any enquiries concerning healthcare benefits in kind during your stay in Greece, the competent Institution to contact is EOPYY. EOPYY is the Greek National Organization for Healthcare Services Provision, designated as the Liaison Body in Greece responsible for the application of the Regulations (EC) 883/2004 and 987/2009 with regard to the reimbursement of sickness benefits in kind, and as the competent institution of the place of stay or residence.



**EOPYY - NATIONAL ORGANIZATION FOR PROVISION OF HEALTHCARE SERVICES**  
DIRECTORATE OF INTERNATIONAL AFFAIRS  
*Department of healthcare benefits in kind in E.U.*



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You can contact us via email:  
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[ehic@eopyy.gov.gr](mailto:ehic@eopyy.gov.gr)

## National Contact Point for Cross-border Healthcare



The Greek national contact point for providing information to patients, healthcare providers and health professionals in general, on cross-border healthcare in Greece and EU member states:

<https://eu-healthcare.eopyy.gov.gr/en/>

## VI. Links to search healthcare providers



- ✓ PUBLIC / STATE HEALTHCARE PROVIDERS IN GREECE: <https://healthatlas.gov.gr/#!/>
- ✓ EOPYY CONTRACTED PRIVATE HEALTHCARE PROVIDERS IN GREECE: <http://www.eopyy.gov.gr/MedSupplier>

## VII. Moving permanently in Greece



If you decide to move permanently to Greece, for your healthcare coverage you should ask for an S1 “*Certificate of Entitlement to Healthcare*” (or E121) form, which is issued by your National Social Insurance Fund. When in Greece, you submit this form to the local competent Institution EFKA (former IKA-ETAM) in order to register and receive a Social Security Registration Number (AMKA) as a European insured citizen. This procedure ensures that you are equalized with the Greek insured nationals for all your healthcare needs and not only for the medically urgent and necessary situations.