

ITALY

Before departure

Make sure that your European Health Insurance Card (EHIC), which you will use in case of medical treatment, is valid. If you suffer from a chronic disease and you know that you will need certain health care during your stay (e.g. dialysis), it is necessary to contact concrete Italian medical facility and discuss the provision of such care before your departure.

Additional submission of Provisional Replacement Certificate of EHIC

If, for some reason (loss, theft), you do not have a European Health Insurance Card with you during your stay in Italy, you can contact your Czech health insurance fund from there at any time and ask for Provisional Replacement Certificate of EHIC (REPL). Your health insurance fund should send it to you. You can ask for REPL yourself or through local health insurance fund, or in case of hospitalization, through the hospital. Your Czech health insurance fund is obliged to send it to you upon such request.

Healthcare in Italy

Healthcare system in Italy is organized regionally. Specific treatment conditions can therefore vary significantly in individual parts of Italy. Details can be found on websites of each region and at branches of the National Health Service.

The EHIC can only be used in healthcare facilities that have a contract with the Italian National Health Service (Azienda Sanitaria Locale – ASL, Agenzia di Tutela della Salute – ATS, or Azienda Sanitaria Provinciale – ASP). Lists of contracted healthcare facilities are available at branches of the National Health Service.

Outside normal office hours, contact the emergency department (Guardia medica noturna e festiva), which is available in larger cities. More detailed information about the emergency will be provided by branches of the National Health Service. In case of emergency, contact a public or contracted medical facility directly.

A general practitioner's (GP) recommendation is required to see a specialist.

In some cities, there is a special health service for tourists (Servizio di Guardia Turistica) or a local health center (Case della Comunità/Case della Salute), which can be visited directly with a European ID.

You will have to cover the costs of treatment in non-contractual medical facilities yourself.

Most dentists in Italy are private, dental care is usually not covered by public health insurance in Italy. You will have to pay for it yourself. Exceptionally, a contract dentist can be

found in a healthcare facility operated by ASL (Azienda Sanitaria Locale). Only certain groups of persons are exempted from the obligation to pay the costs of dental treatment even with contracted doctors, either partially or completely (children under 14).

A branch of the national health service will provide you with a list of hospitals that operate within the public system. A recommendation for hospitalization is issued by a general practitioner. In an emergency, contact the hospital directly. Present your EHIC when you are treated in hospital and make sure it has been accepted when you are discharged.

Some drugs are fully covered, while others are subject to co-payments of different amounts. The doctor will issue you a prescription with which you can pick up the medication at the pharmacy.

Transportation by contracted ambulance/helicopter is partially charged.

First aid: 118 or 112

You will be asked for the following co-payment for the treatment

The amount of the co-payment for individual types of care and for medical transports varies regionally and can reach tens of euros. Unfortunately, the exact amount cannot be stated. Participation is called "ticket".

- treatment by a medical doctor or physiotherapist – co-payment varies regionally, according to the income and according to the type of treatment from €5 to €50.
- dental care – usually 100%
- medicines:
 - Category A (drugs in case of serious illness) - flat-rate fee per prescription only
 - Category C (other drugs, not prescribed) – 100%
- hospitalization - no co-payment (If you visit the hospital directly and your condition does not require hospitalization, a special fee may be charged.)

Reimbursement of costs in case of payment in cash

If you paid for the health care yourself, contact your Czech health insurance fund with the original invoices and medical reports. Health insurance fund will assess whether you are entitled to reimbursement of the costs and in what amount.

Incapacity for work

If you want to claim Czech sick leave due to incapacity for work in the country of residence, contact the attending physician, who will issue you a certificate of temporary incapacity for

work and determine the approximate duration of it. If the attending physician does not issue this certificate in Italy, contact the relevant Italian institution.

As soon as possible, send to your employer (self-employed persons the relevant OSSZ) a confirmation of temporary incapacity for work with the expected duration of it, together with the form "Application for sick leave in case of incapacity for work in another EU member state", which is freely downloadable at www.cssz.cz.

Where to get more information

Branches of Azienda Sanitaria Locale – ASL. In many regions there are special health services for tourists (Servizio di guardia turistica).

If you are going to Italy for planned care, you can get more information from the Italian national contact point Servizio Sanitario Nazionale - SSN

Contact the Czech embassies

Embassy of the Czech Republic in Italy

Ambasciata della Repubblica Ceca
Via dei Gracchi 322, **Roma** 00192
tel.: +39/06/3609571–3, nouzová linka: +39 335 310 450
fax: +39/06/3244466
rome@embassy.mzv.cz, consulate_rome@mzv.cz
www.mzv.cz/rome.

Honorary Consulate of Palermo

Viale della Libertá n. 104, 90143 **Palermo**
tel.: +39/331/8174128
palermo@honorary.mzv.cz

Honorary Consulate of Milano

Via G.B. Morgagni 20, 20129 **Milano**
tel.: +39/0287158281/73 fax: +39/0270059618
milano@honorary.mzv.cz

Honorary Consulate of Neapol

Corso Umberto I., 275, **Napoli** 80138
tel.: +39/081/268784 fax: +39/081/267336
naples@honorary.mzv.cz

Honorary Consulate of Udine

Via San Francesco 34, **Udine** 33100
tel.: +39/0432/509445 fax: +39/0432/298126
udine@honorary.mzv.cz

Honorary Consulate of Florence

Via Umberto Maddalena 32r, **Firenze** 50127
tel.: +39/055/284454 fax: +39/055/434432
florence@honorary.mzv.cz

Honorary Consulate of Genoa

Piazza della Vittoria 6/9A, **Genova** 16121
tel.: +390105954574 fax: +390105302358
genova@honorary.mzv.cz

Honorary Consulate of Cagliari

Piazza della Repubblica 4, **Cagliari** 09124
tel.: +39 0704525133 fax: +390704524969
cagliari@honorary.mzv.cz

Honorary Consulate of Ancona

Via Pastore 17, **Ancona** 60131
tel.: +390712867794 fax: +390712919658
ancona@honorary.mzv.cz