

## PRIVATE HEALTH INSURANCE FOR NON-EU STUDENTS

In case you are not covered by National Health insurance you must subscribe a private insurance covering the most important health services.

**NOTE: in case of request for refund please contact your health insurance**

### **WHAT TO DO IN CASE OF HEALTH PROBLEMS**

**For "normal", "general" medical treatments** (e.g. flu, prescriptions, a cold, etc.): go to a general practitioner (in Italian "medico di base"). You will have to ask for a "VISITA OCCASIONALE" and pay the amount that the doctor will charge you for.

With the invoice issued by the general doctor, you might ask for refund to the insurance company in your home country.

**For specialist treatments** (gynaecological, dermatologist, etc.): contact the CUP (Centro Unico Prenotazioni) in order to make an appointment with a specialist for a private visit (called "visita in libera professione" in Italian):

- by phone: you can call 848 816 816 from a landline or 0461 379400 from a mobile phone. Operators do only speak Italian;
- in person at the CUP Desk:
  - in Trento, Block B at the Local Health Board from Monday to Friday from 08.00 a.m. to 4.00 p.m.;
  - in Rovereto at the Local Health Board from Monday to Friday from 08.00 a.m. to 1.00 p.m.

You will have to pay the visit (minimum cost is 100/120 euros).

**Emergency doctor service** (outside the opening time of your general practitioner): you can go to the "guardia medica" for emergency medical treatments:

- in the evening from Monday to Friday from 8.00 p.m. until 8.00 a.m. of the following day;
- from 8.00 a.m. on Saturdays until 8.00 a.m. of the following Monday.

In case of emergency, one of the emergency doctors may do a home visit. Home visits are free of charge.

In order to access the on call service **call 116117** beforehand.

### **Guardia medica in Trento**

via Paolo Orsi 1 in front of the S. Chiara Hospital

### **Guardia medica in Rovereto:**

C/o Hospital - Corso Verona, 4

In order to call a taxi to take you to the emergency doctor service, call 0461 930002 for Trento, and 0464 480066 for Rovereto.

**For emergencies:** if you go directly to the hospital's casualty ward ("Pronto Soccorso") you will be asked to pay full price for the treatment you receive.

**Ambulance:** in case of emergency, accidents or in case you cannot reach the Hospital by yourself, you can require an ambulance, by calling the number **112**. 112 is the common emergency telephone number (free of charge) for emergency services (ambulance, fire and rescue, police) valid for all European Union countries. The call center will be available 24 hours a day with a simultaneous translation service in 14 languages. The cost is 100 euros.