



EASY ITALIA: BEST PRACTICES 2010 – HEALTHCARE

1)

A TOURIST ASKS THE FOLLOWING QUESTION: I will be in Cesenatico for a vacation with my family : in a week my daughter will have to remove the sutures that were applied on one of her legs at a medical facility on special agreement . Can you provide guidance in this matter?

ANSWER: after having contacted by email the relevant USL structure and having received their feedback with the list of medical facilities on special agreement of the area working open over summer, we pass on the information to the customer . Also, we remind the customer that the **Ministry of Health** states that EU citizens who are in Italy are entitled to the same levels of support enjoyed by the subscribers to the National Health Service , of course if owning a valid European Health Insurance Card (EHIC European Health Insurance Card) or the temporary replacement card. They can get immediate benefits - free health care or only paying the "ticket" as contribution to the costs - in the public and private institutions affiliated with the National Health Service.

In the above mentioned situation (received by a customer from the Russian Federation) , it is important to underline the fact that medical assistance is provided to the customer , at reference rates, even if she is a non-EU from a country free from any bilateral agreement with Italy .

Because the National Health Service does not provide non-Eu customers any special health insurance , a private insurance is recommended when planning a trip to Italy.

2)

A NON-EU CITIZEN ASKS THE FOLLOWING QUESTION: I am visiting Italy and I would like to receive all relevant information about medical assistance for which I am entitled .

ANSWER: non- EU citizens traveling in Italy and whose country of origin has a bilateral agreement with Italy can apply for insurance coverage provided by the Conventions or bilateral agreement. The medical coverage is limited to emergency care. The traveler can go to the ASL infodesk showing his/her health insurance card .We need to specify that any agreement or convention between Italy As for non- EU citizens traveling in Italy and whose country of origin has not a bilateral agreement with Italy , medical assistance is provided to them at reference rates. No free National Health Service is provided to them this is why a private insurance is highly recommended.

For further information , you can call the **Ministry of Health** 's helpdesk number : 06.5994.2378 – 2758 (monday – friday from 9 a.m. To 12 a.m.).