

Annex 2: Immigrant's Access to Health Services in AT-Vienna

<p>English</p> <p>Overview:</p> <ol style="list-style-type: none"> 1) Emergency Services → First Aid - Doctor Emergency Service – Dental Emergency Service 2) Primary Care → General Practitioner (GP) - Primary Examination 3) Secondary Care → Specialists, outpatient departments, - of hospitals, hospitalization – referrals, medical care cost free. 4) Dental Care → Dentists, dental treatment, dental prosthesis, orthodontic treatment. 5) Drugs – Medications – Prescriptions costs → Drugs, recipes, prescription charge exemption, medical aids and aids. Orthopaedist → Specialist in orthopaedics and trauma surgery (medical aids, remedies) Opticians → Ophthalmologist (glasses, visual aids) 6) Transportation → Ambulance services, patient transport, transport costs. 7) Entitled to NHS → Insurance coverage or coverage of expenses 8) Pharmacy → Pharmacy emergency service 9) Interpreter Service → Information services
<p>EU Emergency Call 112</p>
<p>EMERGENCY CALL – LIFE-THREATENING SITUATION: CALL 144</p> <p>First Aid - Ärztenotdienst (Doctor Emergency Service)</p> <ul style="list-style-type: none"> - Medical emergency: You can call the rescue service throughout Austria with the health emergency telephone number 144. - The rescue service determines if a doctor will come to you, or if the rescue service brings you to the next suitable hospital. - Do not go to a hospital by yourself, as you have to expect long delays. - In case of emergency you can call the <i>Ärztenotdienst</i> free of charge.
<p>EMERGENCY CALL – NOT IMMEDIATE:CALL 141</p> <p>Vienna: Medical help in the night and on weekends</p> <ul style="list-style-type: none"> - General practitioners are available on the <i>Ärztfunkdienst</i> (GP out-of-hours service): Telephone number 141 - The out-of-hours service is available from daily 7pm to 7am. - On weekends from Friday 7pm to Monday 7am. - On holidays the whole day. - http://www.aekwien.at/index.php/hotlines-a-patienteninfo/aerztfunkdienst-141
<p>Vienna: When NOT to call the “Ärztfunkdienst“?</p> <ul style="list-style-type: none"> - For infants (up to the age of 1) you should call the next Children's ambulance (children outpatient clinic). - If the infant is not transportable immediately call the health emergency telephone number 144. - When an adult had an accident, has breath problems or is unconscious call the health emergency telephone number 144. http://www.aekwien.at/index.php/hotlines-a-patienteninfo/ihr-kind-ist-krank
<p>Dental emergency service: Call 512-20-78</p> <p>Dentist's out-of-hours service: During the night, on weekends and on holidays you can get information about available dentists via phone: 512 20 78 (automated attendant) or on the homepage of the dentist's association. http://wr.zahnaerztekammer.at/</p> <p>Vienna: Also you can visit the out-patient department of the university hospital for dentistry (Universitäts Zahnklinik). Phone: 40 400/1964 or 40 400/3964.</p>

ENTITELMENT TO HEALTH SERVICES

Coverage of expenses in AT:

Which cost carrier is responsible depends on the immigrants residence status:

- **Asylum seekers:** Coverage is provided by the office of the respective state's government. Further explanation is on the written proof "Krankenversicherungsbeleg für grundversorgte Personen".
- **Approved refugees:** Coverage is provided by the Regional Health Insurance.
- **People in social care:** (Sozialbefürsorgte): Coverage is provided based on the social assistenc act (Sozialhilfegesetz, SHG)
- **People with state "Mindestbesicherte"** (live on minimum benefits): Coverage is provided based on the social assistenc act (Sozialhilfegesetz, SHG) or the General Social Insurance Act (ASVG).
- **Illegal Immigrants (undocumented migrants):** No coverage is provided in case of diseases. In Vienna AMBER-MED provides medical help free of charge.

In the case of cost coverage (cost of assumption), treatment and medicines and medical aids in accordance with the statutes and sickness rules of the competent health insurance institution will be charged. All accidents and illnesses of legal immigrants are covered.

e-card

Everyone insured according to the General Social Insurance Act (ASVG), can proof the coverage with the e-card (electronical insurance card) and a photo document of identification

No doctor visit without e-card and/or photo identification!

PRIMARY CARE

In Austria medical care is distinguished between residential practitioners, these can be GPs or specialists, health care centers of health insurances and medical care in hospitals.

The primary care giver is the General Practitioner (GP) who will also refer immigrants to the appropriate specialists or to hospital departments if it is necessary.

GPs can be visited, without appointment, during office hours.

In order to contact a specialist in most cases there is to make an appointment.

How to find and access the appropriate services?

You can find **practitioners** and **specialists** in the internet and at the doctor's associations:

<http://www.aerztekammer.at/arztsuche>

<http://www.sozialversicherung.at/portal27/portal/esvportal/patientenportalSuche/Patientenportal>

<http://www.docfinder.at/>

<http://www.arztverzeichnis.at/suche/>

Only Vienna:

<http://www.praxisplan.at/> (Search service in several languages DE/EN/TK/BKS)

<http://www.wien.gv.at/gesundheit-soziales/arzt/> (also for pharmacies)

GP - General Practitioner – Primary Examination

- In the case of disease the General Practitioner (GP) should be consulted **first**.
- Immigrants have to chosen a GP with "cash contracts" for GKK (a panel doctor) and not a "private doctor"!
- Medical help and the primary examination is fully covered by the public health insurances at the nearest available panel doctor (Kassenarzt, Vertragsarzt).
- Asylum seekers need the written proof "Krankenversicherungsbeleg für grundversorgte Personen".

- The patients have to be able to prove your identity with a photo document of identification. (Aufenthaltsbewilligung, Aufenthaltsberechtigungskarte „Lagerkarte“, Karte für Subsidiär Schutzbedürftige)
- General practitioners are allowed to refuse a patient, stating the reasons.
- Private doctors, the doctors are without "cash contracts" to insurance can provide a private fee or refuse the treatment of patients.
- General practitioners can refer you to the appropriate specialists and hospital departments for further examination.
- General practitioners are allowed to write prescription for medication and medical aids.

SECONDARY CARE

Specialists - Health Care Centers

Specialists

- In order the patient needs for specialist examination or further treatment, the GP may refer to a appropriate specialist
- Medical care by specialists is free of charge, if you are referred by a general practitioner or other specialist
- Specialists can refer you to other specialists and hospital deparmens for further examination.
- Specialists are allowed to write prescription for medication and medical aids.

Health care centers for special examinations (Ambulatorien für Spezialuntersuchungen)

- These health care centers provide examinations with special equipment (i.e. MRI, CT).
- Attention: Examinations in these centers have to be approved by your health insurance.

Health care centers of health insurances (Ambulatorien der Versicherungsträger)

- Health care centers of public health insurances can be accessed directly without an appointment.

Out-patient departments

- Out-patient departments of hospitals can only be accessed on referral by a general practitioner or specialist

OPHTHALMOLOGIST -- OPTICIAN

Glasses - visual aids

Immigrants get prescriptions for glasses from an ophthalmologist, which is necessary if you are eligible for an assumption of costs by the insurance. However contact the insurance's administration about assumption of costs after you got the prescription. The optican makes and customizes the glasses.

ORTHOPEDICS -- ORTHOPEDIST

Orthopedic Shoe Insoles or Walking aids:

- The Regulation of shoe inserts, walking aids and other aids can be prescribed by a GP (Practical physician) and / or Specialist in orthopedics, but require prior to the reference to the prior approval of the competent institution. Otherwise, the provisions of cost sharing apply!

HOSPITALIZATION

- A stationary hospitalization can only be accessed on referral by a general practitioner or specialist or
- in case of an accident or emergency – life-threatening situation
- Out-patient departments of Austrian hospitals are allowed to reject patients, if they are not referred by a GP or specialist.
- Do not go to a hospital by yourself, as you have to expect long delays.

HELP - MEDICAL CARE COST FREE!**Vienna: AMBER-MED der Diakonie und Rotes Kreuz**

For people without health coverage – illegal immigrants – the outpatient medical care center provides counseling and medical aid

General Medical ordination - without an appointment: Monday, Wednesday, Thursday and by appointment;

Address: Ober-Laaer Straße 300-306, 1230 Wien

Telefon: 01-589 00-847 (AMBER-MED)

Telefon: 01-589 00-840 (Medikamentendepot, Rotes Kreuz)

Specialists ordination just after APPOINTMENT! (and referral of our general practitioners)

The referrals to external cooperation partners (specialist doctors, diagnostic centers, laboratories and institutes) are specifically provided for referral certificates of AmberMed also free!

Internet::

- <http://www.amber-med.at/amber/medizinische-behandlung>
- Help: <http://www.amber-med.at/amber/mehrsprachige-information>

DENTAL CARE**Dentists - Dental treatment – Dentures:****Dental treatment**

Contractual Dentists can be accessed without referral, however it is advisable to make an appointment.

If you have **acute pain**, you can go to a dentist without an appointment and you can also visit the out-patient departments of university hospitals for dentistry (Universitäts Zahnklinik) or the health care centers of your health insurance provider (Ambulatorien der Gebietskrankenkassen). Delays have to be expected.

General information about dentists (office hours, cash contracts, etc.) you can get throughout the service hours of **Landeszahnärztekammer Vienna** <http://wr.zahnaerztekammer.at/> or Tel.Nr: 050511/1010, 1011 or 1015

University Hospitals for Dentistry Wien: <http://www.unizahnklinik-wien.at/de/>

You can also find dentists in the internet and at the dentist's associations:

<http://www.zahnaerztekammer.at/page.php?katid=195>

<http://www.praxisplan.at/> (Search service in DE/EN/TK/BKS)

<http://www.wien.gv.at/gesundheit-soziales/arzt/> (also for pharmacies)

Dental prostheses

Dental prostheses are either removable or fixed. As a rule, only the costs of removable dental prostheses will be covered by your health insurance provider.

Immigrants should obtain advanced information if the costs are covered by public health insurances.

Orthodontic treatment - Braces:

Orthodontic treatment (such as the fitting of braces) is a discipline within dentistry. You must first obtain the authorisation of your health insurance provider before undergoing orthodontic treatment.

PRESCRIPTION FOR MEDICATION AND MEDICAL AIDS**Medication:**

Only GPs and Specialists are allowed to write prescriptions.

Pharmacists aren't allowed to write prescriptions. They only allowed to sell over-the-counter medication without prescription requirement.

Prescription costs:

Immigrants have to apply for cost exemptions at the appropriate Public Health Insurance.

Prescribed medication costs € 5.40 (as of 2014) per item, if you are not eligible for a cost exemptions.

Over-the-counter medication costs the listed price.

There is also a deductible for medical aids, depending of the purchase price.
The prescription charge exemption also applies to cost shares of remedies, aids and transportation costs. If there is no exemption from prescription charges present is a cost-sharing to make.

TRANSPORTATION - AMBULANCE SERVICES

Ambulance Services - Transportcosts:

In case of emergency and serious accidents the rescue service is free of charge.
In all other cases the patient transport costs twice the prescription costs.

Exceptions from cost sharing:

- for exemption from prescription charges
- in transport with an "emergency ambulance"
- see the information of performance competent health insurance institution

Patient transport with the ambulance are basically from the GP or specialist to enact and always apply only to the nearest appropriate hospital.

PHARMACIES

Immigrants get prescribed medication and medical aids as well as over-the-counter medication in Austrian pharmacies.

Opening times:

All pharmacies are open Monday to Friday 08:00 to 18:00 and Saturday 08:00 to 12:00.

Pharmacy emergency service: CALL 1455

In the night and on holydays a pharmacy emergency service is provided for an additional surcharge on the medication costs.

Which pharmacies have opened outside of regular opening times?

Immigrants can find the Pharmacy emergency in the newspapers or internet

<http://www.apothekenindex.at> or www.apotheker.or.at.

Pharmacys Emergency Call: 1455 in Austria

INFORMATION SERVICES

Information services - **Enquiries:**

Immigrants can use the "General enquiry" form to send information enquiries in secure form to:

http://www.sozialversicherung.at/portal27/portal/esv_enportal/channel_content/cmsWindow?action=2&p_menuid=70644&p_tabid=5

Vienna Regional Health Fund (Wiener Gebietskrankenkasse)

Wienerbergstraße 15-19, 1010 Vienna

Phone: 01/ 601 22-0

Internet: <http://www.wgkk.at>

Ombudsman of the Vienna Regional Health Fund

(Ombudsmann der Wiener Gebietskrankenkasse)

Wienerbergstraße 15-19, Room E 63, 1100 Vienna

Ph 01/ 601 22 2131

Face-to-face (by appointment): Mon, Tue, Wed and Fri from 7.30am to 2pm and

Thu from 7.30am to 4pm

Is there an online service offering medical health and advice?

In Austria it is not possible to give medical advice online.

Please contact your GP, or the GP out-of-hours services (phone number 141) or an out-patient department.

For immigrants there are also out-patient departments of Caritas, Volkshilfe, Rotes Kreuz (Red Cross) and other NGOs.

In Vienna you can contact AMBER-MED of the social welfare work (<http://www.amber-med.at/amber/wo-wir-sind>)

Questions about your insurance and administration can be asked at your regional medical insurance (http://www.stgkk.at/portal27/portal/stgkkportal/channel_first_level/cmsWindow?action=2&p_menuid=3916&p_tabid=4
http://www.sozialversicherung.at/portal27/portal/esvportal/channel_first_level/cmsWindow?action=2&p_menuid=6&p_tabid=5)

HELPFULLY INFORMATION:

HVSVTR – Hauptverband der Österr. Sozialversicherungsträger

<http://www.sozialversicherung.at>

CARITAS Sozialberatung - Multiplikatoren-schulung

<http://www.caritas.at>

ÖIF-Welcome to Austria (ÖIF, BMI, integrAtion)

<http://www.integrationsfonds.at>

Volkshilfe Wien - Projekt MiMi

<http://www.volkshilfe-wien.at>

Integration - BMI - Willkommen in Österreich

Wissen, Regeln, Leben

<http://www.integrationszentrum.at>

Österreich von Anfang an - Staatssekretär Kurz, Wien

<http://wien.integrationszentrum.at>

well insured - social security in austria

<http://www.sozialversicherung.at/portal27/en>

In case of Emergency - Brochure

<http://st.rotekreuz.at>

Ärztammer für Wien -

Wiener Ärztinnen und Ärzte - suchen & finden

<http://www.praxisplan.at>

Welcome Brochure of The City of Graz - User Manual for Newcomers

<http://www.graz.at>

NGOs - Healthtrainings for Migrants: IKEMBA, OMEGA, ZEBRA