

- * The payment of the amount is done only at the Patient Admission Department, following the issuance of the relevant document, which can be used in your tax return.

Any other claim for repayment of the amount is illegal and you have to report it immediately, so that the required procedures are implemented.

URGENT ADMISSION

- The admission is performed by the Emergency Department at an on-call day of the Hospital.
- Upon your arrival, you have to be presented at the ED Secretariat, where you will be enrolled and obtain the patient card. Afterwards, you will be examined by the doctor on-call -being specialist in your disease- at the ED consulting room. If your admission at the hospital is deemed necessary, the doctor issues the ticket which must be stamped then at the ED Secretariat.
- The rest of the procedure followed, is similar to the scheduled admission case.



GENERAL UNIVERSITY HOSPITAL OF HERAKLION



GENERAL UNIVERSITY HOSPITAL OF HERAKLION

Voutes—Stavrakia Crossroads,
Voutes Heraklion, Crete
Postal Office Box: 1352
Postal Code: 711 10
Call Centre: +30 2813402111
Fax: +30 2810542064

Website: <http://www.pagni.gr>

INFORMATION ABOUT THE HOSPITAL ADMISSION PROCESS

HOSPITAL ADMISSION PROCESS

Your admission to the Hospital can be:

- ◇ Scheduled / Regular
- ◇ Urgent (*in an on-call day of the Hospital*)

REGULAR ADMISSION

The Regular Admissions are conducted by the Patient Admission Department, located at the Hospital's ground-floor.

The admission can be done immediately after a medical examination at the outpatient clinics or planned at another predetermined time.

At the date in which your admission at the Hospital has been defined, you must definitely present the following:

1. «IN-PATIENT BOOKLET»

In this form, given to you by your attending physician, all information required for the bulletin "Ticket" must have been filled, so as to follow your admission by the Patient Admission Department.

The ticket must compulsorily bear the signature and stamp of the attending physician.

2. HEALTH INSURANCE BOOKLET / INSURANCE CAPACITY PROOF

3. SOCIAL SECURITY NUMBER

AT THE DATE WHEN YOUR ADMISSION IS SCHEDULED.....:

☞ You arrive at the Patient Admission Department where the competent officer serves you, depending on the clinic in which you are going to be admitted.

At the Patient Admission Department the clinics served by each office reception (counter) are indicated.

☞ Since your data have been checked by the Patient Admission Department, the Inpatient Form returns to you, accompanying you throughout the duration of your stay at the hospital and being delivered to the Patient Admission Department with your discharge note.

IF YOU ARE INSURED IN ANY HEALTH INSURANCE INSTITUTION:

- * Your hospitalization cost is covered by the Insurance institution in which you are insured.
- * The Insurance booklet is withheld during your stay at the Hospital and is returned to you by the Patient Admission Department at the issuance of your discharge note.

IF YOU ARE NOT INSURED IN ANY HEALTH INSURANCE INSTITUTION:

- * When you arrive at the Patient Admission Department, you have to fill in the Solemn Declaration of Debt Acceptance, according to which you are responsible for the financial settlement of your hospitalization.
- * The Hospitalization Cost is established according to the current pricelist based on the Official Journal determined for the Public Hospitals.

* Those possessing **Private Insurance** pay the cost of their examinations themselves to the Patient Admission Department, then with a **Receipt of Services Rendered** and a **Medical Opinion** they can address their Insurance Institution. If you are not able to cover the cost of your examinations yourselves, then, before your discharge from the Hospital, your Private Insurance Institution -having of course been informed for your arrival at the Hospital- should guarantee in writing to the Hospital to cover the cost of your examination (*tel.:+30 2810392765, fax:+30 2810375318*).

* Finally, if you are an **Individual** or you have not submitted any certificate that you possess a **Health Insurance** -in force- (Insurance booklet, European Health Insurance card E111 etc.) when you attend the hospital for examinations and you do not meet the necessary requirements, nor hold the legal documents and certificates for free paraclinical examinations, you have to pay yourselves the examination cost to the Patient Admission Department.

Thank you very much for your understanding and good cooperation.

We are at your disposal for any further clarification.

From the Patient Admission
Department

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GENERAL UNIVERSITY HOSPITAL OF HERAKLION



Coverage Instructions of the Hospitalization Cost & Paraclinical Examinations

*For Foreign
Patients
&
their Attendants*

Dear Visitors,

Welcome, we wish you a swift recovery. Below we provide some instructions about the methods of charging the hospitalization cost as well as the paraclinical examinations taking place here.

Please read them carefully for your convenience but also for the smooth operation of the Patient Admission Department and our Accounting Office.

When admitted in any clinic of the Hospital you should be aware of the following ways of hospitalization cost repayment:

- ◇ Those who reside in Greece and possess a **State Insurance Agency** (EOPPY—IKA, OGA, TEBE, Public domain etc.) please present your **Health booklet** at the Patient Admission Department with your ticket and in any case no later than your discharge.
 - ◇ Those who possess a **Social Welfare booklet** (Poverty) or **Certificate of Social Protection** for humanitarian reasons etc., or a **Bulletin claiming political asylum** as well as those who have been recognized by the competent authorities as refugees, ought to submit the relevant certificate to the Patient Admission Department in any case no later than their discharge.
 - ◇ Those being **European citizens** and possess the **European Health Insurance Card (E111)**, please submit it at the Patient Admission Department with your ticket and in any case no later than your discharge.
 - ◇ Those who possess a **Private Health Insurance** you can either pay your hospitalization cost yourselves and with the **Receipt for Services rendered** and a **Medical opinion** to address to your **Insurance Institution**, or if you are not able to pay your hospitalization cost on your own, then you should definitely before your discharge your **Private Insurance Institution** -after having been informed of your admission to the Hospital- guarantee to the Hospital in writing (for example in Fax) the repayment of your hospitalization cost (*tel.: +30 2810392765, fax.: +30 2810375318*).
 - ◇ Finally, if you are an **Individual** and you are not covered by an **Official Insurance Institution** or you do not submit in time (no later than your discharge) at the Hospital your booklet of the **European Health Insurance Card (E111)** or any official document—proof of possessing a **Health Insurance Institution** in force, as well as when you do not meet the necessary conditions and do not have the legal certificates for free hospitalization, you should pay yourselves the cost of your stay in hospital at the Patient Admission Department.
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- When you visit the Hospital for paraclinical examinations, you should be aware that repayment of your examination cost can be done with the following ways:*
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- * Those who reside in Greece and you possess a **State Insurance Agency** (for example EOPPY - IKA, OGA etc.) please submit your **Health booklet** together with the relevant **electronic medical references** of your examinations to the Patient Admission Department, the day you attend the Hospital for your examinations.
- * Those who possess a **Social Welfare booklet** (Poverty) or **Certificate of Social Protection** for humanitarian reasons etc. or **Bulletin claiming political asylum** as well as those who have been recognized by the competent authorities as refugees, you ought to submit the relevant documents to the Patient Admission Department the day you attend the Hospital for your examinations.
- * Those being **European citizens** and possess the **European Health Insurance Card (E111)**, please submit it at the Patient Admission Department the day you attend the Hospital for your examinations.