Dear Visitors,

elcome, 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:

- O 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 2810392050, fax.: +30 2810375393).
- 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.

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:

- * 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 electronic medical references of your examinations 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– EKAA), please submit it at the Patient Admission Department the day you attend the Hospital for your examinations with the relevant electronic medical references of your examinations.

* Those who have **Private Insurance**, please contact with the Patient Admission Department, (tel.:+30 2810392050, fax:+30 2810375393).

*Finally, free of charge medical and nursing care shall be accorded to third-country nationals, irrespective of their legal status and having legal residence documents in the country, as follows: (i) minors up to 18 years of age, (ii) pregnant women, iii) people with disabilities hosted in social welfare structures, (iv) persons accommodated in Mental Health Units of Law 2716/1999 (A'96), (v) persons accommodated in all therapeutic structures of its approved treatment organizations of Law 4139/2013 (A'74), vi) detainees in prisons, vii) persons with a disability of 67% and more. Law 4368/2016. Thank you very much for your understanding and good cooperation. We are at your disposal for any further clarification.

From the Patient Admission Department

GENERAL UNIVERSITY HOSPITAL OF HERAKLION



Coverage Instructions of the Hospitalization Cost & Paraclinical Examinations For Foreign Patients & their Attendants

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