

PETRA MEDICA Sp. z o.o., ul. Grochowska 166, 04-329, provides medical care under an agreement with the Office for Foreigners. The services include:

- basic medical care
- specialist treatment
- dental treatment
- provision of medicines and medical supplies

Medical care is provided in outpatient facilities at centres for foreigners and at the Foreigner Service Team (Zespół Obsługi Cudzoziemca). Foreigners who take advantage of benefits outside centre and use medical care in outpatient facilities at centres for foreigners and the Foreigner Service Team or medical facilities or subcontractors' facilities in voivodeship capitals.

Should medical consultation and diagnostic tests require hospitalisation, the physician will refer the foreigner to the nearest hospital that cooperates with the medical service provider.

Foreigners who use services or are paid benefits outside the centre are provided medical services via the medical service providers' Patient Registration Coordinator – Petra Medica exclusive helpline for foreigners – call **22 112 02 06** from Monday to Friday between 8.00 a.m. and 4.00 p.m.

The following details are required for registration:

- patient's name and surname;
- date of birth;
- identification number;
- contact telephone number;
- details related to the appointment (specialist, place of appointment).

After the Patient Registration Coordinator has verified the patient's right and authorises the service, they establish the medical facility where the service is to be provided and a convenient date and time, and then they contact the patient to inform them of the details of the appointment.

In case of a **sudden illness or sudden deterioration of health** on workdays between 6.00 p.m. and 8.00 a.m. on the following day, Saturdays, Sundays and other public holidays, health care services are provided on the basis of holiday and night-time medical care all around the country.

Holiday and night-time medical care services are provided free of charge and without doctor's referral. All facilities that provide holiday and night-time medical care are listed according to the place of residence at www.petramedica.pl and on websites of Voivodeship Branches of the National Health Fund.

In case of a **medical emergency** that requires immediate action, foreigners use the **Emergency Medical Services** (Państwowe Ratownictwo Medyczne) available to the general public in Poland. To call an Emergency Medical Services team, phone **999** or **112**.

Petra Medica provides the basic medicines and medical supplies at outpatient facilities at centres for foreigners and the Foreigner Service Team. In order to receive medicines, a foreigner to whom services are provided at a centre for foreigners or the Foreign Service Team should submit a properly issued prescription from a physician employed by the medical service provider or a medical patient to the outpatient facility at the particular centre or the Team where the medical staff will handle the order.

Foreigners who rent houses or flats for themselves and are paid welfare benefits by way of postal order, may receive medicines prescribed by a physician by:

- a) sending the prescription to zamowienia@petramedica.pl or fax number 22 740 01 51. The message should include the following data: name, surname, contact phone number, exact address of residence where the medicines are to be sent. The delivery date depends on the availability of medicines at the partner wholesale and chemist chains.
- b) purchasing prescribed medicines and then applying for reimbursement of the cost. In order to receive refund for medicine, send the following documents to Petra Medica Sp. z o.o. ul. Grochowska 166, 04-329 Warszawa:
 - application for reimbursement of the cost that includes personal details (name, surname, address, phone number)
 - photocopied prescription
 - invoice concerning the medicines that is compliant with the submitted prescription, issued to foreigner's dates (name, surname, address) and also to Petra Medica Sp. z o.o. ul. Grochowska 166, 04-329 Warszawa, NIP 113 24 63 074
 - photocopied identity document.

The cost is reimbursed by way of a postal order only after the complete set of documents has been received.