

**HEALTH SERVICES GUIDE  
FOR FOREIGNERS  
AT AZIENDA  
OSPEDALIERO-UNIVERSITARIA  
PISANA**

Administrative procedures of hospitalization and clinic are done at the Centri Unici di Prenotazione (Registration Desks) located inside buildings 30A in Cisanello and building 15 in S.Chiera.

OPENING TIMES: for detailed info consult the hospitalization administrative reception section on the website: [www.ao-pisa.toscana.it](http://www.ao-pisa.toscana.it)

**EU-SCHENGEN CITIZEN**

**Are you a foreigner from a country member of European Union or Schengen ?**

- **If you are in Italy for less than 3 months (for example for tourism)** and you need health assistance “medically necessary and not planned” you can contact DIRECTLY a doctor of SSN (National Sanitary Service) or to First Aid/Touristic stations or Emergency Services showing the T.E.A.M. card (European Sanitary Card) or the substitutive temporary Certificate received in your Country.

**Administrative management medical examinations and tests**

With the TEAM you will obtain the prescription of sanitary performances needed from doctors and you will have these performances in a direct form (that is free of charge, except the payment of the “ticket”, that is the co partnership to health expense like an Italian citizen).

The share of contribution to the health expense for ambulatory performances is equal to a maximum of € 38.00 each prescription in accordance to the health rule of Tuscany region .

**Administrative management first aid**

If you do not have the EU TEAM or the replacement certificate you must pay the total amount of the healthcare service received, the drugs administered and any days spent in OBi at the automatic points inside the Emergency Room or at the CUP counters.

If you have the TEAM:

**URGENT PERFORMANCES FREE FROM TICKET PAYMENT:**

It is not required the payment of the ticket for priority codes 1-2-3 at First Aid discharge.

**URGENT PERFORMANCES FOR WHICH THE EU CITIZEN IS NOT FREE FROM TICKET PAYMENT:**

With priority codes 4-5 at the First Aid discharge, the sum to be paid is € 25.00, clinic evaluation and any laboratory tests are included. This sum can increase of further € 25.00 .

**EU-SCHENGEN CITIZEN...FURTHERMORE...**

**If you are in Italy for more than 3 months you can register to Regional Sanitary Service (SSR) addressing to ASL (Local Sanitary Firm) where you live if:**

- you have an employment contract (seasonal, self-employment, permanent);
- you are a relative of a employed worker in Italy (permanently or temporary);
- you are an unemployed registered in the job seeker's list ;
- you are a relative of an Italian citizen etc..

## EU-SCHENGEN CITIZEN

### Administrative management of hospitalization

In case of hospitalization you need:

- a valid identity document (identity card or passport).
- the plastic sanitary card TEAM/EHIC (European Health Insurance card) or the paper substitutive certificate issued by your country of origin;
- the prescription of hospitalization.

## THE EU CITIZEN NOT REGISTERED NEITHER TO THE SSN OR TO THAT OF THEIR OWN COUNTRY OF ORIGIN

who are in destitution conditions are compared to Non-European citizens not regularly resident. They received a biannual **STP/ENI** code. The urgent and essential and/or ambulatory treatments are guaranteed: the pregnancy, the motherhood, young people health care, prophylaxis, diagnosis and care of infectious diseases.

## EU-SCHENGEN COUNTRIES

Now the Schengen area that is where the free circulation of people is guaranteed includes 28 countries members of EU: **Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Italy, Latvia, Lithuania, Luxemburg, Malta, Netherlands, Poland, Portugal, Slovakia, Spain, Sweden and Hungary, Ireland, , Bulgaria, Romania, Cyprus, Croatia + 5 non EU countries that are: Island, Liechtenstein, Norway ,Switzerland and United Kingdom.**

## NON EU CITIZEN – RESIDENT

**Are you a foreigner coming from a country not member of European Community?**

If you come from a country not member of EU and you have a regular residence permit for work reasons, job wait, family reasons, political asylum, political refugee you must register to the Regional Sanitary Service (SSR) addressing to the ASL where you live. It's your own right and duty to take care of your health!

### Administrative management medical examinations and tests

By subscribing to SSR you have the same rights and duties of Italian citizens and, for example you can choose your doctor and the pediatrician for your children, to be hospitalized, vaccinated if necessary, seen by a specialist, do blood tests, x-rays or other examinations such as scan, buy drugs, etc.

**THE SUBSCRIPTION IS TEMPORARY VALID AND IT IS LIMITED TO THE EXPIRY DATE OF THE PERMIT – (it could be renewed if the residence permit is renewed).**

### Administrative management of hospitalization

In case of hospitalization you need:

- a valid identity document, as for Italian citizens
- the prescription of hospitalization

## NON EU REGULARY RESIDENT

If you are a student or you have a residence permit for different reasons (for example elective residence, religious purpose, diplomatic) you can choose to have a private insurance valid in Italy against illness and injury risk and for motherhood protection or register to SSR paying voluntarily a yearly sum. This insurance will cover also your children. The insurance must be renewed every year. Ask your ASL how to do!

## NON EU NON-REGULAR RESIDENT

**Are you a foreigner from a country not member of European Union and not in good standing with documents or residence permit, but you need medical care?**

If you don't have a valid residence permit (it has expired and/or has not been renewed or you have never had it) and you have serious health problems, however, you can be treated. You will receive a card STP (Straniero Temporaneamente Presente-Foreigner Temporary Present) that will allow you to be treated in clinics, to go to hospital and, in case of emergency, you could be hospitalised.

### Administrative management medical examinations and tests

With the code STP you will get doctor's prescription for examinations and/or tests considered necessary, you won't have to pay doctors or facilities, but only to contribute by paying a small part of expenditure (ticket) as well as Italian citizen. If you have not the financial means to pay the ticket, you will receive free treatments by signing a declaration of indigence and we will exempt you from payment (through the code X01).

### Administrative management of hospitalization

Hospitalization is guaranteed also to foreigners temporary present in need of urgent and/or essential treatments. The person concerned, even though without identity documents, signs the "indigence declaration" that allows the reception office to issue the STP code that is valid for 6 months throughout the country. Urgent and/or essential treatments are guaranteed, pregnancy, young people health care, prophylaxis, diagnosis and care of infectious diseases.

Access to health structures for the foreigner irregularly present in Italy doesn't represent any kind of communication to Police, except when it's obligatory to do report, with the same conditions as Italian citizens.

## TO NON EUROPEAN CITIZENS NO DOMICILED OR RESIDENT IN ITALY ENTERED WITH TURISTIC VISA

### Administrative management medical examinations and tests

If you have a short-term visa, for example on business, visiting or tourism, you must take out a private insurance valid in Italy against the risk of illness and injury and protection of motherhood or you will have to pay in full all cares and treatments received.

### Administrative management of hospitalization

In case of hospitalization you need:

- a valid identity document (identity card or passport)

- the hospitalization prescription declaration of the insurance company that clearly recognizes the costs of ongoing hospitalization.

In absence of this declaration you **will have to pay in full all treatments**. It is necessary to sign the act of commitment to settle an adequate deposit.

## **HOSPITALIZATION**

There are THREE types of possible hospitalization in Italian hospitals: urgent, ordinary and day hospital.

### **URGENT HOSPITALIZATION**

It is arranged after an inspection on the patient come to a First Aid center with his/her own means or with ambulance service.

### **ORDINARY OR PRIORITY HOSPITALIZATION**

It is justified by the prescription of a general practitioner or specialist, based on bed availability.

OPENING TIMES: for detailed info consult the hospitalization administrative reception section on the website:

### **DAY HOSPITAL HOSPITALIZATION**

The hospitalization is arranged on suggestion of a general practitioner or specialist based on bed availability. Day Hospital foresees one or more scheduled admission cycles lasting less than a day:

- When hospitalization is arranged by P.S. the health aspect prevails on administrative regulation that follows.
- When the access is arranged by the prescription of a general practitioner the administrative regulation is prior to bed occupation.

By U.O. Gestione amministrativa  
Prestazioni e Attività Ospedaliere