

*You need me...
For your health*



And this is for you

Open it!!!

ENGLISH

HEALTH CARD

In order to receive proper care, I need to have my own personal health card (tarjeta sanitaria).



1 to identify me personally as a user

2 to open the doors of the health service to me



Remember:

If I am a foreigner in Spain:

- And registered in the municipality where I live.
- And/Or have a serious illness or accident.
- And/Or am under the age of 18.
- And/Or am pregnant.

I am entitled to a health card and to care through the health system.

HOW AND WHERE DO I REQUEST IT?

BY SHOWING THE FOLLOWING AT THE HEALTH CENTRE:

Passport/ Identity card



Social Security Number

IF I DON'T HAVE A SOCIAL SECURITY NUMBER, I WILL PROVIDE:

Passport



Registration certificate
*(obtained from the town hall,
Plaza Catedral)*

IF I HAVE HAD A BABY:

I will register him/ her with
the registry office
(registro civil)



If one of the child's parents work
I register him/ her as a beneficiary on the
parent's social security card
(INSS, National Social Security Institute –
Joaquín Arnau, no. 22)

If neither of the parents work
I will bring proof of registry from the registry
office together with my "libro de familia"
(booklet recording details of one's marriage
& children's births etc.) to the Health Centre

THIS WILL
ENABLE ME TO
OBTAIN A
HEALTH CARD



WHAT DO I DO WHEN

1



PATIENT

2

ADMISSIONS
AT THE
CENTRE

3

URBAN HEALTH CENTRE
"TERUEL URBANO"



I can go to any of the following,
provided I make an appointment at
Admissions first

APPOINTMENT



Phone

or



go to the
Center

TO GET AN APPOINTMENT BETWEEN 8:00 AND 17:00:

- I go to the Health Centre (C/ Miguel Valles, 1)
- I call to make an appointment: **978-609710**

IN CASE OF EMERGENCY, HEALTH CENTRE OPEN 24 HOURS:

- From 8:00 to 23:00 Urban Health Centre (C/ Miguel Valles, 1)
- From 23:00 to 8:00 Rural Health Centre (C/ Dean Buj)
- I call the emergency number: **978-602345**

FOR QUESTIONS ABOUT CHILDREN'S HEALTH:

- I call the pediatric nursing station
978-602809 (from 8:30 to 20:30)

IN CASE OF A VITAL EMERGENCY, 24 HOURS:

- I call **061**

FAMILY DOCTOR

PEDIATRICIAN

DENTIST

NURSING DEPARTMENT

MIDWIFE

SOCIAL SERVICES

MENTAL HEALTH
DEPARTMENT

(upon referral from family doctor)

I WANT TO GO TO A DOCTOR?

4

HOSPITAL OBISPO POLANCO
AVDA RUIZ JARABO S/N - Tel: 978-621150 - OPEN 24 HOURS



TO BE SEEN IN ANY OF THESE SERVICES, I MUST BE REFERRED BY A DOCTOR. I CANNOT GO WITHOUT A DOCTOR'S REFERRAL.

CONSULTATION WITH SPECIALISTS

TESTS

HOSPITALISATION

EMERGENCY SERVICES

SUPPORT UNITS

WHICH SERVICES DOES THE HEALTH CENTRE PROVIDE?

I can go to any of the Health Care Professionals at the Health Centre without a doctor's referral, with the exception of the Mental Health Unit, for which I need a referral from my family doctor.

FAMILY DOCTOR

My family doctor looks after all my health problems from the age of 14. I can go to him/ her whenever I need to. He/ she will take care of my health problems, and if necessary, refer me to other appropriate Health Care Professionals or health centre.

NURSE

Nurses are responsible for dressings, taking blood samples, giving injections and vaccines and for follow-up of chronic treatments and follow-up appointments ...

PEDIATRICIAN

A paediatrician will visit if I am under the age of 14. He/ she looks after my health and takes care of any illness I might have. The paediatric nurse looks after my development.

ADMISSIONS

This department deals with all administrative and organizational aspects of the Centre's operations. They give me appointments, refer me to the various health services, and provide me with information, for example, about opening hours and access to health services.

SUPPORT UNITS AT THE HEALTH CENTRE

MIDWIFE

The midwife looks after care for women, including birth and maternity preparation and post-partum visits.

SOCIAL WORKERS

Social workers deal with health-related social problems. They examine my situation in order to give me guidance about services and resources available to me. They give me ongoing support.

MENTAL HEALTH

Mental health professionals deal with mental health problems requiring specific attention. They provide psychological and/ or psychiatric care.

DENTISTRY

Dentists do dental check-ups, pull teeth... It is recommended that you have a dental check-up.

WHICH SERVICES DOES THE HOSPITAL PROVIDE?

EMERGENCY SERVICES

This service only deals with emergencies. I will only use it if sent by my family doctor, the emergency doctor (061) or in the case of a real emergency.

HOSPITALISATION

When I need to go into hospital – I will only ever go for medical reasons, my visit will be planned (I will be given a date), urgently if necessary. Once in hospital, I will be informed about all services available to me.

DIAGNOSTIC AND ROUTINE TESTS

Diagnostic and routine tests, such as x-rays, mammograms, electrocardiograms, are carried out whenever my family doctor or a specialist feels necessary to diagnose or follow-up an illness.



OUTPATIENT CONSULTATIONS

All consultations with specialist doctors, such as traumatologists, gynaecologists, ophthalmologists ... are available to me at the hospital. It's always my family doctor who requisitions the consultation and the Health Centre then confirms the appointment.

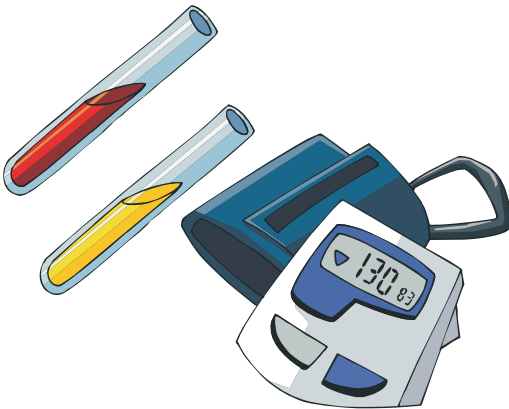
SUPPORT UNITS

(I will always ask for an appointment at the Health Centre).

The Family Guidance Centre (C.O.F. in Spanish) is located in the Hospital Obispo Polanco. The Health Centre will make an appointment for me, if I request one or if a doctor gives me a requisition.

OUTPATIENT TREATMENT

The specialist doctor may prescribe chemotherapy, dialysis, rehabilitation etc. as needed.



RECOMMENDATIONS



To see my family doctor or other healthcare professionals, I need to call to make an appointment. I need to arrive on time for the appointment and if I can't make it, I need to call ahead to cancel.

I will use my own health card. Using someone else's health card can lead to serious errors. If I lose my health card or change address, I must inform Admissions.

I will go to the doctor with whom I have an appointment and I must go at the arranged time.

I will arrange to go to the doctor accompanied by someone who speaks Spanish (not a child during school time. It's important that children not miss school).

If the doctor prescribes a treatment, I will ask questions as often as necessary until I fully understand what it involves. This is important for my health.

If I need to justify the time I've taken off to go to the doctor, I will ask for a doctor's note during the visit with the doctor.

We understand that things are not always easy. We all must do our part and be patient.

If I plan to go back to my home country for a certain period of time, I will notify my family doctor in order not to interrupt my treatment.

If I have a serious problem and can't wait until my appointment, I will contact Admissions and they will tell me which doctor will see me. It will be up to my family doctor to tell me if I need to go Emergency at the hospital.

THINGS TO REMEMBER WHILE IN HOSPITAL



I will only go to Emergency:

- If referred by my family doctor at the Health Centre
- If referred by the Emergency Services 061
- In an emergency

When I'm admitted to hospital, I must respect the rules:

- Maximum 2 people will come to visit me (between 16:00 and 20:00). During the rest of the day, only 1 person may accompany the patient.
- A family member or friend who comes to look after me overnight must use the armchairs provided for them in the rooms (they must not use beds or blankets on the floor).
- Children under the age of 12 may not visit.
- I may not be brought food from home. The diet provided by the hospital is part of the treatment. (there are 3 choices on the menu to choose from).

If I haven't requested a Health Card, I cannot be given an appointment to see a specialist

When I go for a diagnostic test, it's important to follow the instructions given (go on an empty stomach, stop taking my medication ...)

If my family doctor feels I need to see a specialist at the hospital, He/ she will give me a requisition that I will hand in to the Admissions at the Health Centre. They will inform me of the day and time of my appointment at the hospital.

When I go see a specialist for the first time, I will try to bring all my medical file together with a list of any medication I'm taking.

If the patient is a child, he/ she must be accompanied by an adult at all times. We will try to ensure that the person who best understands the language and the course of treatment accompanies the child.

If I've had a baby, I will be given a birth certificate on the floor where the baby is born. I will take this birth certificate and the family book "libro de familia" to the Civil Registry to register the baby.

SICK LEAVE

DUE TO AN ACCIDENT IN THE WORKPLACE OR A WORK-RELATED ILLNESS

I will go to the medical service or accident co-operative in my company. If I cannot do my job, they will grant me sick leave for the necessary period of time until I am able to return to work.

DUE TO A COMMON ILLNESS:

I will ask for an appointment at the Health Centre

If my illness prevents me from working, the doctor will give me a medical certificate (parte de baja) granting me sick leave (he/ she will confirm the sick leave after 3 days and if he/ she considers it necessary, he/ she will reconfirm the sick leave every 7 days until I am fit to return to work).

I must inform my employer of my sick leave, providing 1 of the copies of the medical certificate within three days. When the doctor says I am able to return to work, I will return the following day.

RISKY PREGNANCY

If I am pregnant and the doctor feels that working entails a risk to my health, he/ she may grant me sick leave. If I am on sick leave at the time when I give birth, I will inform the hospital staff.

DUE TO MATERNITY:

MATERNITY LEAVE

- After giving birth, I am entitled to 16 weeks off work.
- I can request sick leave up to 10 weeks before giving birth.

MEDICAL TREATMENT

MEDICATION

The majority of medical treatments are subsidised by the social security system.

I will receive a 60% discount on medication at the pharmacy with my prescription and health card.



USE OF HEALTH SERVICES TRANSPORT (AMBULANCE)

I will be transported by ambulance only when I have health problems which prevent me from travelling from my home to the health centre in a normal vehicle. If a doctor does not order a transfer by ambulance for me, I will organise my own trip home (public transport, car or taxi).

If I require treatment outside of Teruel, I can request financial assistance. I can obtain information at the Social Services Unit at the Health Centre and at the Hospital.





With help from:

