



# GUIDE

## ABOUT AVAILABLE FORMS OF HEALTH SERVICES IN EMERGENCIES IN THE TRI-CITY AND SURROUNDING AREAS



POMORSKIE  
VOIVODESHIP

## List of abbreviations used in the guide:

- AOS – (Ambulatoryjna Opieka Specjalistyczna) Specialist Outpatient Care  
EFTA – (Europejskie Stowarzyszenie Wolnego Handlu) European Free Trade Association  
EKUZ/EHIC – (Europejska Karta Ubezpieczenia Zdrowotnego )European Health Insurance Card  
EU – (Unia Europejska) European Union  
eWUS – (Elektroniczna Weryfikacja Upoważnień Świadczeniobiorców) Electronic Verification of the Rights of Beneficiaries  
IP – (Izba Przyjęć) Admission Room  
KRUS – (Kasa Rolniczego Ubezpieczenia Społecznego) Agricultural Social Insurance Fund  
NFZ – (Narodowy Fundusz Zdrowia) National Health Fund  
NOCh – (Nocna i świąteczna opieka zdrowotna, potocznie: Nocna Opieka Chorych) Night and Holiday Health Care, colloquially: Night Care for the Sick  
PESEL – (Powszechny Elektroniczny System Ewidencji Ludności) Universal Electronic Population Register System  
POZ – (Podstawowa Opieka Zdrowotna ) Primary Health Care  
SOR – (Szpitalny Oddział Ratunkowy) Hospital Emergency Room  
TIP – (Telefoniczna Informacja Pacjenta) Telephone Patient Information  
ZUS – (Zakład Ubezpieczeń Społecznych) Institute of Social Insurance

**IMPORTANT PHONES: 112 – EMERGENCY PHONE NUMBER**  
**997 – POLICE**  
**998 – STATE FIRE SERVICE**  
**999 – EMERGENCY MEDICAL SERVICES**

### Information on:

- night and holiday medical care (hereinafter NOCh),
- the nearest Hospital Emergency Department (SOR) and the pharmacy where the needed medicine is located,
- the shortest waiting time to see a specialist doctor you can get by calling the Patient Information Telephone (TIP): **800 190 590**

The TIP hotline is open 24 hours a day, 7 days a week. Information is also provided in English. In TIP you can:

- order a call from a consultant who will call you back (if you can't wait in queue for a call);
- use a text chat with a consultant at: [www.nfz.gov.pl/kontakt/telefoniczna-informacja-pacjenta/czat-z-konsultantem-tip/](http://www.nfz.gov.pl/kontakt/telefoniczna-informacja-pacjenta/czat-z-konsultantem-tip/);
- use the email contact with the consultant at: [tip@nfz.gov.pl](mailto:tip@nfz.gov.pl);
- use the contact form via the contact form with the consultant at: [www.nfz.gov.pl/kontakt/telefoniczna-informacja-pacjenta/zadaj-pytanie-tip/](http://www.nfz.gov.pl/kontakt/telefoniczna-informacja-pacjenta/zadaj-pytanie-tip/).

If you need it, between 8.00-16.00 on business days you have the option of video chat with a sign language interpreter at: <https://www.nfz.gov.pl/kontakt/telefoniczna-informacja-pacjenta/komunikator-video-z-udzialem-tlumacza-jezyka-migowego/>.

Current information on all medical facilities that you can use under the National Health Fund (NFZ) can also be found on the website [www.zip.nfz.gov.pl](http://www.zip.nfz.gov.pl) in the „Gdzie się leczyć?” tab. The information on the site is available only in Polish.

Remember! An emergency health condition is a situation in which symptoms of deterioration of your health suddenly appear or when you anticipate that such symptoms will appear in a short time. An immediate consequence of an emergency can be serious damage to your body's functions or damage to your body, or even loss of life. A medical emergency always requires immediate emergency medical treatment and treatment.

**Remember! Not every unforeseen illness or unexpected condition is a state of sudden health risk. To avoid unnecessary stress and waiting too long for help, choose carefully which medical facility to go to.**

### **EMERGENCY MEDICAL SERVICES (emergency number 112 or 999)**

**Remember! Whenever you feel that your or someone's life or health is at risk, you should absolutely call the emergency number.**

The following table can be helpful when choosing the right medical facility:

- basic medical advice and consultation;
- basic diagnostic tests;
- follow-up visits in relation to the previously started treatment;
- prescriptions for medicines you use regularly for your chronic condition;
- routine health certificates;
- referral to a specialist.

**Primary  
Health Care  
(POZ)**

- exacerbation of ailment of a known chronic disease (e.g. subsequent attack of bronchial asthma with moderate dyspnoea);
- respiratory tract infection with high fever (higher than 39°C), especially in young children and the elderly;
- abdominal pain, persistent despite the use of antispasmodics;
- headaches, which do not go away despite the use of painkillers;
- diarrhea or vomiting, especially in children or the elderly;
- stopping winds, stools or urine;
- sudden pain in the back, spine, joints, limbs etc.;
- psychiatric disorders (except aggression or attempted suicide).

**Primary Health  
Care (POZ)  
from 8.00 to 18.00/  
Night and Holiday  
Health Care (NOCh)  
from 18.00 to 8.00  
the next day**

- consultation and treatment of chronic disease;
- follow-up visits in relation to the previously started treatment;
- specialized diagnostic tests;
- chronic conditions requiring interventional treatment.

**Specialist  
Outpatient  
Care  
(AOS)**

- sudden toothache;
- small wound in the mouth;

**Dental  
Emergency  
Help**

**Emergency health emergencies such as:**

- disturbance or loss of consciousness;
- sudden and sharp chest pain
- heart rhythm problems;
- severe shortness of breath;
- acute and severe allergic reactions (generalized rash, body swelling, shortness of breath);
- limb injuries, fractures, dislocations of the joint preventing independent movement;
- intoxication with drugs, chemicals or gases;
- extensive burns;
- sudden sharp stomach pain;
- persistent vomiting, especially with an admixture of blood;
- seizures;
- lower gastrointestinal haemorrhage;
- electric shock;
- fall from a great height;
- extensive wound as a result of injury;
- mandibular dislocation;
- aggression in the course of mental disorders;
- attempted suicide;
- heatstroke;
- cold body;
- flooding or drowning.

**Hospital  
Emergency  
Room (SOR)/  
Admission  
Room (IP)**

**Remember! When you apply to the Emergency Room you will be subjected to medical segregation first. You will receive a color marking corresponding to the urgency of providing you with health services.**

**You must be aware that your state of well-being is not always reflected in the actual state of life-threatening condition, and qualification to a specific category is based on the available medical knowledge, and not on a discretionary basis.**

Colors used in SOR:

**RED - immediate contact with a doctor applies to, among others patients**

in a very severe condition, in shock, with sudden cardiac arrest, with multi-organ trauma,

**ORANGE - waiting time for the first contact with a doctor up to 10 minutes applies to, among others patients**

with very severe pain and high temperature, with severe hemorrhage, traumatic with sensory and circulatory disorders,

**YELLOW - waiting time for the first contact with a doctor up to 60 minutes applies to, among others patients**

with sudden severe abdominal pain, intoxication, fracture of the limbs with damage to vessels and nerves, with second and third degree burns of a small area of the body, with dislocations,

**GREEN - waiting time for the first contact with a doctor up to 120 minutes applies to, among others patients**

with minor injuries, with fractures, with pains of various parts of the body and other ailments that do not pose a threat to life and health, as well as patients with a referral issued two to six days earlier,

**BLUE - waiting time for the first contact with a doctor up to 240 minutes applies to, among others patients**

not requiring assistance under the Emergency Room, as well as patients with a referral issued more than seven days.

Patients who have been assigned the green or blue color can wait for help for several hours or longer. They can also be directed from the SOR to the places of assistance under the POZ/NOCh.

It is estimated that up to 70% of patients benefiting from SOR assistance should not go there. Their condition does not require immediate intervention and they should seek assistance at NOCh.

**Remember! SOR is not a suitable place to apply for:**

- basic diagnostic tests,
- treatment of a chronic disease requiring medical consultation,
- bypassing a long queue of waiting or lack of places in AOS or POZ.

**Remember! In other forms of medical assistance (NOCh, IP, AOS, POZ), the patient's waiting time depends on many factors, including on the number of patients or the number of offices or staff available and may be shorter than the waiting time in the SOR.**

**Below you will find a detailed description of individual forms of providing medical assistance in the event of a sudden illness:**

### **PRIMARY HEALTH CARE**

POZ provides basic and comprehensive health care services in the place of your residence, although the area is not valid here, but the place of submitting the declaration of choice. Services are provided by a specific primary care physician on the basis of a declaration of choice of a primary care physician. Help can be obtained at an office, clinic or clinic, and in medically justified cases, at the patient's home. You will receive medical assistance in POZ on weekdays from Monday to Friday from 8.00 to 18.00, excluding public holidays.

**Remember! POZ clinics are commonly referred to as first contact or family counseling centers and it is to them that you should first seek help and consultation in the event of a deterioration of well-being or ailments that do not directly threaten your health or life.**

### **NIGHT AND HOLIDAY HEALTH CARE**

NOCh are basic health care services in the event of a sudden illness provided from Monday to Friday from 18.00 to 8.00 the next day and on Saturdays, Sundays and other public holidays from 8.00 to 8.00 the next day. The doctor on duty at the clinic provides advice: in the office, clinic or clinic or at the patient's home (in medically justified cases) or by phone.

**Remember! NOCh benefits are provided without referral. There is no regionalization either. You can go to any night care center for help.**

The scope of NOCh services also includes nursing as part of the advice given by the physician on duty and procedures resulting from the need to maintain continuity of treatment and care, e.g. an injection with an antibiotic prescribed by a primary care physician. These procedures can be performed by a nurse in the treatment room or at the patient's home (according to the region).

**If the doctor deems it appropriate, the NOCh clinic will issue you a sick leave.**

## Remember! Under NOCh you cannot get:

- follow-up visits in relation to the previously started treatment;
- prescriptions for permanent medications for a chronic condition;
- routine health certificates;
- referral to a specialist.

Below you will find contact details of facilities providing services under NOCh and in emergency dental conditions:

## NOCh

### GDAŃSK

#### *Over 18 years of age:*

7 Szpital Marynarki Wojennej  
ul. Polanki 117 tel. +48 58 552 62 65

COPERNICUS Podmiot Leczniczy Sp. z o.o.:

a) Szpital Św. Wojciecha  
al. Jana Pawła II 50  
tel. +48 58 768 46 84

b) Szpital im. Mikołaja Kopernika  
ul. Nowe Ogrody 1-6, entrance A  
tel. +48 58 764 06 40

Przychodnia Rodzinna MEDICA PLUS w Gdańsku  
ul. Stanisława Lema 21  
tel. +48 58 340 54 70

Nadmorskie Centrum Medyczne w Gdańsku  
ul. Świętokrzyska 4  
tel. +48 58 763 98 90

#### *Up to 18 years old:*

Szpital Dziecięcy Polanki  
im. Macieja Płażyńskiego Sp. z o.o.  
ul. Polanki 119, tel. +48 58 520 93 02

Przychodnia Rodzinna MEDICA PLUS w Gdańsku  
ul. Stanisława Lema 21  
tel. +48 58 340 54 70

Nadmorskie Centrum Medyczne w Gdańsku  
ul. Świętokrzyska 4  
tel. +48 58 763 98 90

### GDYNIA

#### *Over 18 years of age:*

Szpital Pomorskie Sp. z o.o.:

a) Szpital Morski im. PCK,  
ul. Powstania Styczniowego 1 (building 9a)  
tel. +48 58 726 09 39

b) Szpital Św. Wincentego a Paulo  
ul. Wójta Radtkego 1  
(entrance from Plac Kaszubski)  
tel. +48 58 726 09 39

SP ZOZ

Miejska Stacja Pogotowia Ratunkowego  
ul. Białawieska 1  
tel. +48 58 726 09 39

#### *Up to 18 years old:*

Szpital Pomorskie Sp. z o.o.  
Szpital Morski im. PCK w Gdyni  
ul. Powstania Styczniowego 1 (building 9a)  
tel. +48 58 726 09 39

### SOPOT

SP ZZOZ Miejska Stacja Pogotowia Ratunkowego z Przychodnią w Sopocie  
ul. Bolesława Chrobrego 10, tel. +48 58 555 81 14

## Gdańsk powiat

Samodzielne Publiczne Pogotowie Ratunkowe w Pruszczu Gdańskim  
ul. Profesora Mariana Raciborskiego 2a, tel. +48 58 773 30 31

## Starogard powiat

Kociewskie Centrum Zdrowia w Starogardzie Gdańskim  
ul. Dr. Józefa Balewskiego 1, tel. +48 58 774 96 80

## Wejherowo powiat

Szpital Pomorskie Sp. z o.o.  
Szpital Specjalistyczny im. F. Ceynowy  
w Wejherowie  
ul. Jagalskiego 10 (building located opposite  
the entrance to the main building of the hospital)  
tel. +48 58 572 78 44

Niepubliczny Zakład Opieki Zdrowotnej Nr 1  
Katarzyna Szalewska w Rumi  
ul. Derdowskiego 23  
tel. +48 58 727 29 50

## Kartuzy powiat

Powiatowe Centrum Zdrowia sp. z o.o.  
w Kartuzach  
ul. Floriana Ceynowy 7  
tel. +48 58 685 49 59

Powiatowe Centrum Zdrowia sp. z o.o. w Kartuzach  
Kaszubskie Centrum Medyczne w Sierakowicach  
ul. Lęborska 34  
tel. +48 58 685 49 59

## SPECIALIST OUTPATIENT CARE

AOS is a form of help that you can use if your GP treating you in a GP or hospital decides that further specialist treatment is needed. He can then refer you to an AOS specialist.

Specialists in various fields of medicine provide services in specialist clinics. In justified cases arising from the state of health, specialists also carry out visits to the patient's home. As part of AOS, specialist doctors can also carry out medical procedures that can be performed in treatment rooms. However, first and foremost, specialist doctors provide specialist advice as part of which they perform medical examinations, provide or commission necessary diagnostic and therapeutic tests, and prescribe necessary medications.

**Remember! In case of sudden illness or a sudden deterioration of health, assistance in a specialist clinic should be carried out urgently, i.e. on the day of notification. The emergency admission decision is made by an AOS doctor and health services are provided without the required referral.**

## Sudden dental conditions

### GDAŃSK

Niepubliczny Zakład Opieki Zdrowotnej SKIM Gabinety Stomatologiczne  
Poradnia Stomatologiczna – AWF ul. Kazimierza Górskiego 1, tel. +48 58 58 58 378



## GDYNIA

Niepubliczny Zakład Opieki Zdrowotnej "Śródmieście" Poradnia Stomatologiczna  
ul. Żwirki i Wigury 14, tel. +48 58 660 88 59, +48 58 743 17 20

## Wejherowo powiat

Niepubliczny Zakład Opieki Zdrowotnej nr 1 Katarzyna Szalewska  
Poradnia stomatologiczna w Rumii, ul. Derdowskiego 23, tel. +48 58 727 29 59

## ADMISSION ROOM

In IP, you have the right to seek emergency help without referral in the case of a subjective feeling of life threatening or in situations of sudden health threat. In IP, you can receive outpatient help, i.e. medical advice, nursing care, basic and / or extended diagnostics, as well as specialist consultation or small procedures. Ad hoc assistance provided in the IB usually does not end up with hospitalization in the same institution. The patient may be transported to another hospital.

**Remember! IP is not a place where planned advice is given.**

Below you will find contact details of facilities providing assistance under IP and in psychiatric emergencies or intoxications, including psychoactive substances:

## ADMISSION ROOM

### GDAŃSK

7 Szpital Marynarki Wojennej  
z Przychodnią SPZOZ  
ul. Polanki 117  
tel. +48 58 552 63 18

SPZOZ Ministerstwa Spraw Wewnętrznych  
i Administracji  
ul. Kartuska 4/6  
tel. +48 58 309 83 33

Szpital Pomorskie Sp. z o.o., Pomorskie  
Centrum Chorób Zakaźnych i Gruźlicy  
ul. Mariana Smoluchowskiego 18  
tel. +48 58 341 55 47

*Up to 18 years old*  
Szpital Dziecięcy Polanki  
im. Macieja Płazyńskiego Sp. z o.o.  
ul. Polanki 119  
tel. +48 58 552 36 08

### GDYNIA

Szpital Pomorskie Sp. z o.o.  
Szpital Morski im. PCK  
Izba Przyjęć Ogólna  
ul. Powstania Styczniowego 1  
tel. +48 58 726 01 10

Uniwersyteckie Centrum Medycyny  
Morskiej i Tropikalnej  
ul. Powstania Styczniowego 9B  
tel. +48 58 699 85 78, +48 58 622 42 12

## Emergency assistance in emergency psychiatric conditions

### GDAŃSK

Wojewódzki Szpital Psychiatryczny im. prof. Tadeusza Bilikiewicza, Izba przyjęć  
ul. Srebrniki 11, tel. +48 58 524 76 02

### Starogard powiat

Szpital dla Nerwowo i Psychicznie Chorych im. St. Kryżana w Starogardzie Gdańskim  
Izba przyjęć szpitala, ul. Skarszewska 7, tel. +48 58 562 06 00 w. 2201

## Help in case of acute poisoning with xenobiotics:

Pomeranian Center of Toxicology (PCT), ul. Kartuska 4/6, 80-104 Gdańsk

Telephone consultations for patients: +48 58 682 04 04 - doctor on duty. Admissions to PCT take place from Hospital Emergency Departments, Hospital Admission Rooms, Hospital Departments and units of Medical Rescue teams - always after telephone consultation.

### HOSPITAL EMERGENCY ROOM

**Remember! If you suddenly get sick or your health worsens, but it is not a threat to your life or health, get help at the NOCh (see pages 7-8).**

**Remember! SOR is intended for people who require assistance in an emergency and is not a substitute for services provided by a POZ physician or a AOS!**

SOR is a separate organizational unit of the hospital in which medical assistance is provided 24 hours a day, without a referral in a state of sudden health emergency.

**Remember! It does not matter whether a person in need of medical assistance at the Emergency Room came forward alone or was brought by a medical emergency team (ambulance). Each patient is subject to medical segregation.**

First of all, medical assistance is provided to people who require immediate stabilization of basic life functions or to women in a labor situation.

Provision of healthcare services by the Emergency Room consists in the initial diagnosis and undertaking treatment to the extent necessary to stabilize the vital functions of people who are in a state of sudden health threat.

Every patient in a state of emergency should be examined and receive necessary health services. Only after the patient's health condition has been assessed and secured, the SOR physician decides to transfer the patient to a specialized department or indicates further procedures, e.g. transferring the patient to another hospital or further outpatient treatment.

Every emergency patient is admitted in the Emergency Room - regardless of their place of residence.

Remember! SOR cannot refuse to admit a patient in a state of sudden threat to health and life. However, it may happen that there are not enough places / beds at the Emergency Room to be admitted. If the ailment you report to SOR does not constitute a sudden health threat, you can be referred from the SOR for assistance under POZ/NOCh.

Below you will find contact details of institutions providing assistance under the Emergency Room:

## GDAŃSK

Copernicus Podmiot Lecznicy Sp. z o.o.:

a) Szpital Św. Wojciecha  
al. Jana Pawła II 50  
tel. +48 58 768 45 03

b) Szpital im. Mikołaja Kopernika  
Szpitalny Oddział Ratunkowy dla dorosłych  
ul. Nowe Ogrody 1-6  
tel. +48 58 764 01 16

c) Szpital im. Mikołaja Kopernika  
**Centrum Urazowe dla Dzieci**  
ul. Nowe Ogrody 1-6  
tel. +48 58 764 01 16

Uniwersyteckie Centrum Kliniczne  
Kliniczny Oddział Ratunkowy  
ul. Mariana Smoluchowskiego 17  
tel. +48 58 349 37 84

## GDYNIA

Szpital Pomorskie Sp. z o.o., Szpital Św. Wincentego a Paulo w Gdyni  
ul. Wójta Radtkego 1  
tel. +48 58 726 06 00, +48 58 726 08 21

## Starogard powiat

Kociewskie Centrum Zdrowia Sp. z o.o., Szpital im. św. Jana w Starogardzie Gdańskim  
ul. dr Józefa Balewskiego 1, tel. +48 58 774 94 64

## Wejherowo powiat

Szpital Pomorskie Sp. z o.o., Szpital Specjalistyczny im. F. Ceynowy w Wejherowie  
ul. Jagalskiego 10, tel. +48 58 572 76 54, +48 58 572 70 00

## Kartuszy powiat

Niepubliczny Zakład Opieki Zdrowotnej im. dr Aleksandra Majkowskiego w Kartuzach  
ul. Floriana Ceynowy 7, tel. +48 58 685 48 01

## **EMERGENCY MEDICAL SERVICES (emergency number 112 or 999)**

Remember! Whenever you feel that your or someone's life or health is at risk, you should absolutely call the emergency number.

The information contained in this part of the guide comes from:

[www.bpp.gov.pl](http://www.bpp.gov.pl)

[www.nfz.gov.pl/dla-pacjenta/informacje-o-swadczeniach/](http://www.nfz.gov.pl/dla-pacjenta/informacje-o-swadczeniach/)

## USE OF HEALTHCARE SERVICES FINANCED FROM PUBLIC FUNDS IN POLAND

The basic document guaranteeing citizens the right to health protection is the Constitution of the Republic of Poland. In addition, the basic legal acts regulating the use of health services in Poland are:

- a) Act of the Law of 27 August 2004 on health care services financed from public funds;
- b) Regulation of the Minister of Health of 10 March 2015 on sample statements about the recipient's right to healthcare services;
- c) Regulation of the Minister of Health of 20 December 2012 on the conditions for applying for an electronic document confirming the right to healthcare services.

**Remember! In Poland, healthcare services from public funds are financed by the National Health Fund (NFZ).**

They can use **free medical assistance** in facilities with a contract with the NFZ the following groups Polish citizens residing in Poland and persons having refugee status or subsidiary protection or temporary residence permit:

- a) insured;
- b) uninsured persons who meet the relevant income criterion;
- c) children and adolescents under 18 years of age;
- d) women during pregnancy, childbirth or childbirth (up to the 42nd day after delivery).

**In addition, those entitled to receive health services without insurance are:**

- a) persons who have been exposed to infection through contact with infected persons or infectious material (they may use tests for diphtheria, cholera, dysentery, typhoid fever, A, B and C typhoid fever, common paralysis);
- b) persons addicted to alcohol and drugs (they can benefit from drug treatment);
- c) people with mental disorders (they can use psychiatric health care);
- d) holders of the Pole's Card (they may use emergency healthcare services, unless the international agreement in which Poland is a party provides for more favorable rules).

The insurance does not cover, with the exception of the persons mentioned above, foreigners staying on the territory of Poland, including foreigners employed in foreign diplomatic missions, consular offices, missions, special missions or international institutions, unless international agreements ratified by Poland provide otherwise. Health services are provided to these persons on the terms set out in separate provisions and international agreements.

## FORMALITIES TO BE COMPLETED IN ORDER TO GAIN ACCESS TO HEALTHCARE SERVICES IN POLAND:

**An insured person is a person who has to pay health insurance contributions in accordance with applicable rules and regulations.**

After applying for health insurance, you get the right to healthcare services financed by the NFZ. You also have to register for health insurance for your family members, i.e. your spouse (husband, wife, but not a cohabitant), parents, grandparents who are in the same household with you, your own children, spouse's children, adopted children, grandchildren, foreign children for whom care or foreign children have been established as part of a foster family - until they are 18 years old. If a child continues education after reaching the age of 18, he / she may be registered for insurance as a family member, but not longer than until reaching the age of 26. After this time, if he is not insured for any other title, he should inform the school or university that will be obliged to register them for NFZ insurance.

**Remember! Children who have a severe disability certificate or others who are treated equally, can be registered for insurance without age restrictions.**

The right to health care benefits expires after 30 days from the date of expiry of the health insurance obligation, i.e. 30 days after the end of the employment contract or 30 days after deregistration from the Labor Office.

The right to healthcare services for persons who have completed secondary school expires after 6 months from the date of leaving education or striking off the list of students.

The right to healthcare services for persons who have completed their studies or doctoral school expires after 4 months from their completion or striking off the list of students or the list of doctoral students.

**Remember! During the period of receiving sickness or accident benefit despite the expiry of the insurance obligation, you and your family members have the right to healthcare services. Even during the retirement or disability pension award proceedings, despite the expiry of the insurance obligation, you and your family members have the right to health insurance benefits.**

At the time of notification, your right to use health services financed from public funds is confirmed by the medical institution in the Electronic Verification of the Rights of Beneficiaries (eWUŚ). The information collected in the eWUŚ system is updated daily according to data received, among others from Institute of Social Insurance (ZUS) and Agricultural Social Insurance Fund (KRUS) and present the patient's right to benefits on the day on which the check was carried out. To confirm your entitlement to benefits, all you have to do is provide your Universal Electronic Population Register System (PESEL) number at the outpatient clinic, hospital or doctor's office and confirm your identity with your ID card, passport or driving license.

In addition, pupils and students (between 18 and 26 years of age) need a school or student ID.

**If you are convinced that you have the right to benefits and the eWUŚ system does not confirm your entitlements on a given day, you can confirm them by means of other documents, e.g. a certificate from the workplace, a retiree or pensioner ID or a valid health insurance application.**

A detailed list of documents confirming the possession of health insurance is available on the NFZ website:

<https://www.nfz.gov.pl/dla-pacjenta/ubezpieczenia-w-nfz/>

in the 'Dokumenty potwierdzające uprawnienia do świadczeń opieki zdrowotnej' tab.

If you have to take advantage of the benefits and you do not have one of the required documents with you, you have the right to make a statement about your entitlement to benefits. You should receive the statement in a medical facility.

**Remember! When you make a statement about your entitlement to benefits, knowing that you do not have the entitlement, you may be charged for the cost of your healthcare benefits.**

Persons other than insured persons who reside on Polish territory and have Polish citizenship or have obtained refugee status or subsidiary protection or a temporary residence permit and meet the income criterion (the same as the criterion entitling them to receive social assistance benefits) are entitled to benefit from care benefits health care financed from public funds on the basis of the decision of the commune head / mayor / president of the commune competent for the place of residence.

The decision is valid from the date of submission of the application or from the day on which the treatment was given due to an emergency. The right to healthcare services based on the decision is granted for no longer than 90 days from the day specified in the decision.

A person who is not subject to compulsory health insurance and resides in Poland may voluntarily insure himself on the basis of a written application submitted to a branch of the NFZ and paying the appropriate amount of health insurance premium.

In order to conclude the contract, you should report to the provincial branch of the NFZ, complete the application for voluntary health insurance and sign two copies of the contract. It is necessary to take an identity document and a document confirming the last insurance period with you. This can be, for example, a certificate from the workplace confirming the payment of health insurance contributions.

After concluding the contract, go to the ZUS branch or inspectorate to submit appropriate forms regarding your application for health insurance and to register your family members. The premium will not be higher for compulsory registration of family members. All registered persons are entitled to health insurance benefits on the date specified in the contract.

## ADDITIONAL INFORMATION FOR FOREIGNERS:

The PESEL number is an eleven-digit number that is used to identify a person. In practice, migrants are asked about PESEL in many places in Poland. Although, according to Polish law, in most cases this number is not required, having one makes it easier to function. Currently, an application for a PESEL number may be submitted simultaneously with an application for registration. A condition for obtaining a PESEL number is having a registration.

To obtain a PESEL number, you should complete the application for a PESEL number ([www.obywatel.gov.pl/dokumenty-i-dane-osobowe/uzyskaj-numer-pesel-dla-cudzoziemcow/](http://www.obywatel.gov.pl/dokumenty-i-dane-osobowe/uzyskaj-numer-pesel-dla-cudzoziemcow/)) and attach the required documents: photocopy of passport or ID card (or other document confirming identity and citizenship) and a registration certificate.

The authority competent to accept the application for the PESEL number is the commune authority which registered for permanent or temporary residence, and if there is no place of residence, the commune authority competent for the employer's seat. If you cannot check in and want to obtain a PESEL number, complete the application for a PESEL number, attach a photocopy of your passport or ID card (or other document confirming your identity and citizenship).

**Remember!** If you want to receive a PESEL without a report, enter the actual legal basis from the obligation to have a PESEL in the application. If an office or institution (e.g. ZUS or hospital) requires providing a PESEL number, should also indicate the legal basis.

## If you are insured in European Union (EU)/European Free Trade Association (EFTA) member states:

If your stay is temporary (e.g. vacation), you can only receive necessary medical care from healthcare providers who provide services under the public health care system. Under the same conditions as persons insured in Poland, you will receive guaranteed health services, supply of orthopedic items, support equipment and reimbursed drugs.

The costs of your treatment will be settled by the NFZ if you present the European Health Insurance Card (EKUZ/EHIC) or Certificate temporarily replacing the EKUZ/EHIC. If you cannot ask your insurer to send the Certificate yourself, the service provider (e.g. doctor, hospital or clinic) may contact the NFZ department. This branch will mediate in obtaining this document from the institution where you have health insurance.

Remember! If you do not have an EKUZ/EHIC or Certificate, your doctor may bill you for treatment. You can then apply for a refund from the institution where you have health insurance.

If your stay in Poland is related to study or work, is temporary and you use the EKUZ/EHIC, the scope of services provided to you is limited to services that are necessary for medical reasons. These benefits are provided to prevent your forced return to the country from which you came to undergo the required treatment before the end of your planned stay in Poland. Each time the scope of services necessary for a given person is determined by a doctor.

If your stay in Poland is permanent, in case you are insured in an EU / EFTA Member State other than Poland and you permanently reside in Poland, you are required to submit an appropriate form to the appropriate National Department of the National Health Fund is from insurance title that you have in the country you came from:

- a) Form E106 / S1 for employees or self-employed persons insured in another EU / EFTA Member State, residing in Poland;
- b) Form E109 / S1 for family members residing in Poland, whose principal insured is registered for insurance and resides in another EU / EFTA Member State;



- c) Form E121 / S1 for pensioners subject to health insurance in another EU / EFTA Member State and members of their families residing in Poland;
- d) Form E120 / S1 for persons applying for a pension in another EU / EFTA Member State living in Poland;
- e) Form E123 / DA1 for insured persons residing in Poland who are only entitled to health benefits in kind related to an accident at work or occupational disease.

More information on this subject and printed matter can be found at:

[www.ekuz.nfz.gov.pl/info\\_dla\\_uprawnionych\\_z\\_innych/nauka-praca-emerytura-w-polsce](http://www.ekuz.nfz.gov.pl/info_dla_uprawnionych_z_innych/nauka-praca-emerytura-w-polsce)

Branches registering E 100 series forms in the Pomeranian Voivodeship:

City	Code	Street	Patient Information Telephone	Opening hours
Gdańsk	80-844	Podwale Staromiejskie 69	800 190 590	Mo - Fri 8 am - 3:45 pm
Delegation in Słupsk	76-200	Poniatowskiego 4		Mo - Fri 8 am - 3:45 pm

The above-mentioned forms should be registered in the Pomeranian Provincial Branch of the NFZ (contact details in the table above). After registration, on their basis you will receive a certificate entitling you to the full range of health benefits in kind in Poland. .

**Remember! If you receive the certificate, you are entitled to healthcare services in the territory of the Republic of Poland to the full extent, i.e. to the extent that is granted to persons insured in Poland under public healthcare.**

If you are a citizen of a country with which Poland has signed a contract or bilateral agreement and you are staying in Poland legally, you can take advantage of the necessary medical care if you suddenly fall ill or have an accident. In this situation, the costs of treatment will be covered by the Ministry of Health. Poland has signed agreements on social security or cooperation in health care with: Albania, Bosnia and Herzegovina, Montenegro, the Russian Federation, the Republic of Macedonia, Serbia and Tunisia.

If you do not have health insurance in Poland or in another EU / EFTA member state, and you are not a citizen of a country with which Poland has signed a bilateral agreement, you can take advantage of medical care for a fee. If you have a suitable medical insurance policy, e.g. required to obtain a Schengen entry visa or a national visa, the healthcare provider (e.g. doctor or clinic) will settle the costs of medical care with your insurance company.

You can also take out voluntary insurance. The rules for applying for voluntary health insurance are described on page 15. For selected groups of foreigners (e.g. students of graduates who undergo compulsory internships in Poland and for persons undergoing Polish language courses or preparatory courses for studying in Polish), the contribution for voluntary health insurance is the equivalent of the amount corresponding to the amount of care benefit under the provisions on family benefits.

The information contained in this part of the guide comes from:

<https://www.nfz.gov.pl/dla-pacjenta/ubezpieczenia-w-nfz/>,

<http://prawo.sejm.gov.pl/isap.nsf/download.xsp/WDU20042102135/U/D20042135Lj.pdf>,

<https://www.gov.pl/web/zdrowie/finansowanie-leczenia-cudzoziemcow-w-polsce>,

<https://www.ekuz.nfz.gov.pl/faq/informacje-dla-uprawnionych-z-innych-panstw-czlonkowskich-ue-efta>.

## INFORMATION ABOUT PHARMACIES' DUTY HOURS

The scheduling of generally available pharmacies on duty is the sole responsibility of the powiat council. Information on pharmacies' duty hours can be obtained in local government units with powiat rights:

### GDAŃSK

Urząd Miejski w Gdańsku, ul. Nowe Ogrody 8/12  
tel. +48 58 323 60 68

### GDYNIA

Gdyńskie Centrum Zdrowia, ul. Władysława IV 43  
tel. +48 58 880 83 22  
[https://gcz.gdynia.pl/kategoria\\_placowki/apteki/](https://gcz.gdynia.pl/kategoria_placowki/apteki/)

### SOPOT

Urzędu Miasta Sopotu, ul. Kościuszki 25/27  
tel. +48 58 521 37 51

### Gdańsk powiat

Powiat Gdański z siedzibą w Pruszczu Gdańskim, ul. Wojska Polskiego 16  
tel. +48 58 773 12 12, +48 58 683 49 99

### Starogard powiat

Starostwo Powiatowe w Starogardzie Gdańskim, ul. Kościuszki 17  
tel. +48 58 767 35 00, +48 58 767 35 01  
<http://powiatstarogard.pl/pl/page/ml/dyzury-aptek.html>

### Wejherowo powiat

Starostwo Powiatowe w Wejherowie, ul. 3 Maja 4  
tel. +48 58 572 94 11

### Kartuzy powiat

Starostwo Powiatowe w Kartuzach, ul. Dworcowa 1  
tel. +48 58 681 00 32, +48 58 681 03 28, +48 58 685 33 43  
<https://www.kartuskipowiat.com.pl/dla-mieszkanow/ochrona-i-promocja-zdrowia>

Title: Guide about available forms of health services in emergencies in the Tri-City and surrounding areas

Author: Anna Tyrańska-Fobke in cooperation with the Association of Social Prevention Practitioners



[www.profilaktykaspoleczna.pl](http://www.profilaktykaspoleczna.pl)  
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[www.pomorskie.eu](http://www.pomorskie.eu)



Patronage:



Second Edition  
2020

NOTEBOOK



## IMPORTANT PHONES

- 112** – Emergency phone number
- 997** – Police
- 998** – State Fire Service
- 999** – Emergency medical services

Other emergency numbers in Poland:

- 987** – Crisis Management Center
- 991** – Electricity Emergency Service
- 992** – Gas Emergency Service
- 993** – Heating Emergency Service
- 994** – Water and Sewage Service
- 995** – Police Headquarters – Child Alert system
- 996** – Anti-terrorist Center

Other numbers for services called to help:

- 986** – City Guard (not in all cities)
- 116 000** – Hotline for missing children (ITAKA Foundation)
- 116 111** – a helpline for children and young people  
(We Give Children Strength Foundation)
- 116 123** – Crisis Help Line (Institute of Health Psychology)
- 601 100 100** – emergency number by the water (MOPR and WOPR)
- 601 100 300** – emergency number in the mountains (GOPR and TOPR)
- 800 702 222** – Support Center for people in a state of mental crisis  
(ITAKA Foundation)
- 22 668 70 00** – Blue Line, a nationwide telephone for victims  
of domestic violence

Source: [www.gov.pl](http://www.gov.pl)



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[www.pomorskie.eu](http://www.pomorskie.eu)