

## Health and Social Care

Presentation texts in ppt

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HEALTH IN ITALY

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HEALTHCARE

To have the right to healthcare it is necessary to register with the National Health Service (Servizio Sanitario Nazionale)

Where?

At a local health authority (ASL, azienda sanitaria locale)

Warning

Your relevant ASL is indicated on the residence permit (permesso di soggiorno)

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REGISTERING AT AN ASL

To register at an ASL and obtain a health card, you must provide:

- identity card (passport)
- tax code (codice fiscale)
- residence permit (permesso di soggiorno)
- self-certification of residence or dwelling

Warning

You must go to an ASL to choose a family doctor and paediatrician for children

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HEALTH CARD

The health card is regional

Warning

In the case of a transfer to another region, inform your home ASL  
If the ASL is informed, you may continue to use all of the health services  
(doctor, paediatrician, medicines, hospital,... etc.)

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## WITH THE HEALTH CARD

The citizen has the right to:

- visit the doctor
- see a specialist
- request a home visit
- a hospital bed
- vaccinations
- blood tests
- x-rays, ultrasounds
- medicines
- rehabilitation

Warning

For certain visits and medicines a ticket must be paid for

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## USEFUL ADVICE REGARDING CHILDREN'S HEALTH

The following are compulsory vaccinations:

- Diphtheria
- Tetanus
- Polio
- Hepatitis B Virus

For further information

- Ask your family doctor
- Visit the ASL

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## ACCIDENT & EMERGENCY

In the case of a serious illness or an accident:

- go to Accident & Emergency
- or call 118 for an ambulance

Warning

At A&E the waiting time depends on the seriousness of the situation

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## WAITING IN ACCIDENT & EMERGENCY

### **Code red**

The health of the patient is very serious: they have priority for a medical assessment

### **Code yellow**

The health of the patient is serious: a brief wait for a medical assessment

**Code green**

The health of the patient is not serious: a long wait and a medical assessment after the more serious incidents have been attended to

**Code white**

The health of the patient is NOT at all worrying: a very long wait and a medical assessment only after all of the other patients. In some cases you may be required to pay for a ticket

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MINOR HEALTH ISSUES

- headache
- toothache
- tummy ache
- stomach ache
- cough, cold ...

For minor health issues

- visit the pharmacy
- ask advice from your pharmacist
- buy medicines

Warning

The pharmacist is only allowed to offer advice as it is the family doctor who can prescribe medicines

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SOCIAL CARE IN ITALY

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THERE ARE MANY SOCIAL SERVICES FOR...

- minors (babies and children of less than 18 years old)
- the elderly
- those with disabilities
- the poor
- ...

Warning

Social Services change from city to city

Slide 12 INFORMATION ABOUT SOCIAL SERVICES

For information on social services in your city of residence  
ask the local council

Slide 13 DOCUMENTS FOR HEALTH CARE ...

Foreign citizens have the same rights as Italians  
BUT for social care:

often you must present:

- a residence permit
- an EC permit for long-term stays

Slide 14 POVERTY AND SOCIAL CARE

A sick person in economic difficulty has the right to social care support if:

- they are blind or registered disabled
- they are a single woman who is pregnant or has small children

A family in financial difficulty may also receive support.

Examples:

- for rent
- for canteen meals for the children
- ...

Slide 15 GLOSSARY

**Servizio sanitario nazionale:** the public health system for that offers assistance for all citizens

**ASL:** local health authority (part of the National Health System)

**Vaccine:** injection that protects against various illnesses