



European
Joint
Support Unit

Health

Rome





HEALTHCARE INFORMATION - OUTLINE

Please also read the Central European [Practice Patient Information Leaflet](#) which contains important and relevant information for all CEP locations.

This leaflet is designed to add local detail which may be useful as you arrive. If you are newly assigned you should also receive a panel list of known healthcare providers from Healix.

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care authorisation co-ordinated by Healix in conjunction with the Central European Practice and military Occupational Health requirements managed by the CEP. You may also be referred into NHS services where appropriate.

In the background the Central European Practice manages your NHS registration and records if you are registered with the Practice (mandated for service personnel). For information on how to register with the CEP please see the main Practice Leaflet. The CEP also conducts military occupational health clinics and can provide UK MoD reachback clinical advice and support for our patients and to Healix.

Healix Healthline

+44 (0)2084 817800

healthline@healix.com

Central European Practice

+32 (0)6544 2280

UKStratcom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

Host Nation Liaison Officer - Rita

Rita.Dessi-Dwyer100@mod.gov.uk

EJSU Areas - Medical Finance

ukstratcom-dms-dphc-ejsu-fin@mod.gov.uk

Please ensure that you have completed any prescribed treatment prior to departure for Rome – including immunisations and any other routine periodic medical reviews that might be due before or during the course.



CEP TELEMEDICINE SUPPORT

You can reach the CEP on telephone or email. If you wish to discuss a local healthcare pathway, military occupational medicine, submit your bills or send the CEP a secure and confidential message both eConsult and video-consulting are available and are the preferred means of communication for confidentiality purposes.

Before use it is essential to highlight that the CEP is not set up to provide direct care as we have no referral or investigation rights in your location so this is not a replacement for your host nation providers.

Video-consulting

Attend Anywhere is a video consulting site. If it is safe and appropriate the CEP staff can give you a time and send you a link to the secure online waiting room to speak with a clinician.

eConsult

eConsult allows you to describe your issue and attach pictures using secure software.

<https://centraleuropean.webgp.com/>

How to:

- Ignore pop up window saying, 'looks like you are overseas' and **continue**
- Input a UK telephone number (not overseas). Use Defence Global Practice (DGP) phone number if required – 01543 434705
- Use a UK postcode (not BFPO). Use DGP postcode if required; WS14 9PY
- If you are diverted to 999/A&E/UTC/111 this is because you need a more urgent review and will need to use your local equivalent services
- Time zones are UK based at the moment, so you will need to convert these to local (the eConsult will have a UK time on it and not the local time)





ACCESSING HEALTHCARE

In an Emergency - call 118 Emergency or 112

Primary Healthcare

You are free to choose your own GP, below are two more commonly used by the UK population in Rome.

English Speaking local GPs will assist in Primary Care. You do not need to seek authorisation from CEP in order prior to your GP appointment, and you can claim the cost of the appointment back via JPA. You do need to seek authorisation from Helix for any referred or secondary care treatment subsequent to your appointment.

Dr Beate Sepe
Viale B Buoizzi 51, Scala A, 00197 Roma (Parioli)
Tel +39 338 627 9002
Mon – Fri 0800-1900hrs
Cost of visit: €30 – €100 / house visit €120

Dr Sepe is a Danish Doctor who speaks excellent English, she undertakes the flu vaccination programme every year. Dr Sepe will see children from 1 ½ years.

Dr Fabio Procacciante
Via Giovanni Severano 5, 00161 Roma (Piazza Bologna)
Tel +39 064 997 2311 / +39 064 423 8915
Mon – Fri 1530 - 1930
Cost: €100

Dr Procacciante is the husband of a retired member of staff at the Embassy, he has been the official Embassy doctor for many years.

Out of Hours

Emergency medical treatment (through the pronto soccorso – emergency room) can be provided free of charge to everyone in public hospitals only.

NB. If you attend Emergency Department or are admitted to hospital unexpectedly call Healix

Out of Hours between 1630-0800 a Duty Italian speaker is available for emergencies related to assistance with the Italian – English interpretation. The contact is published each week in the Naples Weekly Orders.

Medical Emergency cases within NDC

For emergencies during working hours, contact your Faculty Advisors. During weekends please contact the emergency room. Additionally, the NDC maintains a Duty Officer who may be able to assist. The Duty Officers name and numbers are listed in the weekly bulletin.



Prescriptions

If you have been issued a prescription by a GP or hospital, please take this to a local pharmacy, and they will dispense the medication. You will need to reclaim costs via JPA, please complete a Fin07, this needs to be signed by the SP (this can be electronic) and then send it with proof of payment direct to UKStratCom-DMS-DPHC-EJSU-Fin@mod.gov.uk – a JPA claim code and UIN will then be issued so a claim can be inputted onto JPA by the SP. The authorisation code is to be used in the justification box on JPA no further information is required.

24 hour Pharmacies

Farmacia Della Stazione, Piazza Del Cinquecento 49
+396 4880019

Farmacia Barberini, Piazza Barberini 10 (English speaking)
+396 4882970

For a more comprehensive list visit www.rome.angloinfo.com

Farmacia Brugnoli Alessio Eur Roma Near NDC
Via Carmelo maestrini 306
Tel 0039 06 310 5049

Repeat Prescriptions

Please follow your pharmacy or GP's guidance regarding ordering repeat prescriptions.

If you are on a temporary short-term deployment, please make sure that you bring enough medication with you.

Fitness Centres

Italian Fitness Centres sometimes require a doctor's letter of certificate indicating that an individual is healthy enough to use fitness training apparatus. There is a reasonably well-equipped gym at NDC, which you can register to use during the admin day.



Occupational Health

Preparedness for military employment, deployment and routine medicals, including aircrew and other specialist medicals, is managed between the chain of command and the CEP.

Audiometry will also continue. Immunisation status is now available to commanders and individuals for the operational immunisations but the CEP will also review readiness for role and highlight deficiencies where possible.

Opticians and eye tests

Adults and children aged 16 or over who require routine eye tests:

Most low-risk patients should have their eyes checked every two years. If a patient is considered at low risk, your employer will refund eye test charges every two years via Host Nation provision. If a patient is at higher risk, but still considered suitable for Host Nation testing, you can reclaim the cost of more frequent eye testing. The maximum refund provided will be in line with UK costs - i.e. up to a maximum of c€36.

Please speak to the healthcare coordinator for the CEP who can offer you the correct paperwork in advance. If you are military it is very important that you return the completed FMed79 to the CEP staff to ensure records are maintained.

You may make an appointment with a local optician of your choice.

You may pay for sight test charges incurred but retain an itemised receipt to reclaim the cost of the eye test and send it to the CEP.

Italian National Health Service

If interested in registering for the Italian National Health Service refer to the address below and be ready to present the GHIC and an identification card or passport. For more information, please contact HNLO Rita.

ASL Roma 2, Distretto Sanitario 12 (EUR – Close to the college)
Via Giuseppe Lipparini 13 – 00143
Tel: +39 065 100 5455



SECONDARY CARE

Referrals to Hospital / outpatient clinics

Should a GP refer you to another clinician, please make sure you let Healix know as soon as possible.

All referrals require approval prior to arranging an appointment at the hospital. This is partly to allow you to obtain a UK perspective on the treatment plan and also to ensure that billing is organised with the provider. Once approved, Healix will contact you to send you a guarantee of payment letter.

If your hospital clinician recommends surgery or any other significant intervention, you should contact Healix following the appointment to ensure the plan is authorised, safe, coherent with UK NHS standards. They will support you in arrangements and payment.

Please send any reports or invoices relating to approved hospital care directly to Healix.

Consultant Advisors and Clinical Review

If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.

Should the DCA decide that your long term career prospects may be best served by a different approach, a referral to a UK-based team may be recommended.

The CEP runs multi-disciplinary team meetings weekly between the doctors, medics, nurses and, if required, UK physio or health visitor. This allows management to be discussed as necessary between an experienced team. We recognise it can be challenging to have care overseas in a different language and culture. The aim is always to ensure that your treatment is safe, effective and in line with NHS standards.



CHILDREN

Paediatrician (English spoken)

Dr Beate Sepe will see children from the age of one and a half years old, for child development you will need to see a paediatrician. Paediatricians in Rome see children up to the age of 14.

Dr Roberto Albani Via Livenza 6 (Piazza Fiume)
Roma

Appointments: 06 8413283

Out of Hours: 06 32600284/335 3744906

Mon-Fri 1400 – 1900 hrs

Parental and Children's needs will largely be met by host nation services, but we have a UK trained Health visitor based in SHAPE who will contact you for a remote transition call. The CEP and Healix teams will work with you and the paediatricians, to ensure care for your child.

- Childhood Immunisations
- Monitoring growth & development
- Nutrition and feeding
- Sleep, routines and toilet training
- Behaviour management
- Parenting questions

Immunisations

You should maintain a red book and be aware on assignment of when your child is due any immunisations. Please note that for your child to attend a local nursery or school they may be required to have additional vaccinations.

Other Child-Focused Organisations

The CEP also work closely with the Department for Children and Young People (DCYP) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support.

Eye Tests for Children

Any child under the age of 16 should be seen by a GP or Health Visitor for advice on sight tests. Any children under the age of 8 (for whom parents or teacher / other have vision concerns) are advised to discuss these concerns with the paediatrician or School Health Team. The normal claim here is c£70. (see UK HC12).



SPECIALIST SERVICES

Women's health services

Gynaecologist – Dr Anna Paola Cavalieri (English speaking)

**Piazza Bologna, 22 / Lungotevere Degli Anguillara, 11
00162, Rome**

Tel: 06 44244904 Out of Hours: 347 852 3756

Office Hours: Mondays and Wednesdays

Email: annapaola.cavalieri@gmail.com

Cervical screening

If you are due cervical screening whilst in post or require to be seen by a gynaecologist, you can book an appointment with your GP who will refer you or contact your HNLO who will assist you with booking an appointment with a local gynaecologist. Contraceptive Services are also provided .

It is important, if electing to have your cervical screening in Rome, that you recognise that although the service is of good quality, the continuity of information is less coherent than continuing with UK screening. If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through Healix or DPHC. It is always recommended that you are up to date with your cervical screening prior to departing the UK.

The CEP should be forwarded any results in order that it is entered onto your medical record.

Pregnancy

It is important that you let Healix know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the CEP and Healix to ensure you are supported after birth. The NHS pregnancy and baby guide offers information about all stages of pregnancy, birth and the first months with your child.



GHIC & Travel Insurance

You should obtain a Global Health Insurance Card (GHIC) for emergencies in any case, for added support in EU countries in advance. Note that visiting spouses, family and friends should travel with an GHIC and personnel health insurance card.

Healix provision only applies to your country of assignment. Therefore, if you decide to travel outside of your country of assignment on holiday you need to make sure that you have appropriate health cover arrangements in place. The MOD will not cover any medical costs that you may receive on holiday or Duty Travel outside of your country of assignment.

If you are planning an overseas holiday and are unsure of the health requirements of that country, you can find out more information by visiting the UK Government travel advice website at: <https://www.gov.uk/foreign-travel-advice>

- For field exercise you will require a separate medical plan for this you will need to contact your chain of command.