



European
Joint
Support Unit

Health

Poggio





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. You will also wish to see the CEP healthcare coordinator who has an office in SHAPE. They will ensure you are registered and will be able to support you in navigating the local healthcare system. Their main role is to provide a link between the host nation providers, the CEP and to Healix if one is needed.

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by Healix in conjunction with the Central European Practice. 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 fully registered. The CEP also conducts military occupational health clinics and can provide UK MoD 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

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 also available.

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 112

Primary Healthcare

You are free to choose your own GP although the CEP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population. Primary care services have traditionally been provided by:

Dott Enrico Minganti
Corso della Giovecca 203
44121 Ferrara
E-mail: e.minganti@icloud.com



Dott.ssa Benedetta Codecá
Corso della Giovecca 203
Mob. 3400888348
Email: b.codeca@ausl.fe.it

When you visit the doctor, where a cashless payment system is in place, you must complete an appointment form at the end of the appointment and hand it to the doctor for them to claim reimbursement.

Out of Hours

If you require care that cannot wait until the next working day then attend the local accident and emergency department.

NB. If you attend A and E or are admitted to hospital unexpectedly call Healix

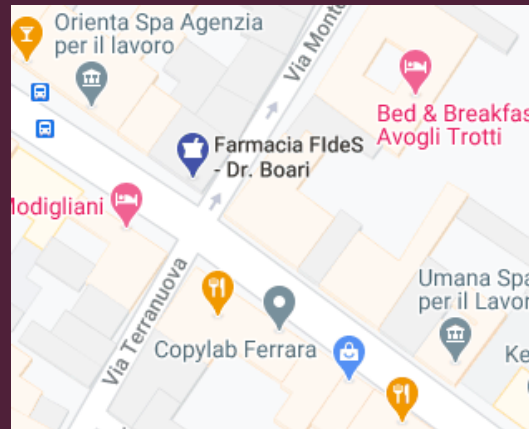
If you need the support of a clinical team out of hours the Healix Healthline is 24/7. They may be reached on **+44(0)208 481 7800** and can also reach the CEP clinical team when required.

Prescriptions

The pharmacy listed below has English speaking staff. Please take your prescription, whether issued by a GP or hospital, and they will dispense medication without upfront charges. Please sign the prescription to indicate that you have received the medication and the pharmacy bill will be covered.

Farmacia Fides
Corso Giovecca 129
44121 Ferrara
Amm.boari@email.it

Open 24hrs



If you collect medication from a different pharmacy, you will have to pay and reclaim the costs by providing evidence and reclaiming on JPA.

Info: 'Farmacia' is Italian for Chemist please look out for the sign below to find your local Farmacia.



Repeat Prescriptions

Please follow your Apotheke's guidance regarding ordering repeat prescriptions.



CHILDREN

Paediatrician (English spoken)

GPs in Italy do not see patients under the age of 18. If your child requires an appointment the following host nation paediatrics service is well known to British personnel:

Dott Nicolo Zanforlin

+39 349 876 8274

E-mail: nicolo.zanforlin@libero.it

Dr Zanforlin works between a few different clinics in the area, but will always give you the address of where is working.

Parental and Children's needs will largely be met by Italian services but we have a UK trained Health visitor based from SHAPE who can provide UK support should it be requested by the CEP. 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.

Notably, children are required to have the Varicella (chickenpox) vaccination. The measles vaccination is also mandatory for children. Please ensure that your child's red health book is kept current with all vaccinations and assessments.

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.

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.



Hospital Sites

Ospedale Universitario
Sant'Anna di Ferrara at Cona
Via Aldo Moro
44124 Cona
E-mail: www.ospfe.it



Quisisana – Ospedale Privato
X-Ray and multi-specialist private clinic
Viale Cavour 128
44121 Ferrara
info@quisisanafe.com



Kynesis SRL (Physiotherapy & Gynaecologist)
Via Martiri del lavoro 27
44100 Ferrara
segreteria@kinesis.eu

