NATIONAL HEALTH SYSTEM

The Greek national health system provides healthcare benefits/services through a network of public/state providers and contracted private providers of primary, hospital and ambulatory care with the aim to ensure disease prevention and the promotion, preservation, improvement, recovery and protection of health. The presence of private providers is more obvious in primary care, especially in diagnostic technologies, private physicians' practices and pharmaceuticals. The system is financed by the state budget, social insurance contributions and private payments.

The National Organization for the Provision of Health Services (EOPYY) negotiates contracts and remunerates health professionals on the basis of a *Health Benefits Regulation* (EKPY) prescribing the benefits basket for the beneficiaries of the system.

The health benefits basket includes:

- medical treatment
- diagnostic/laboratory/clinical tests
- dental treatment
- physiotherapy, occupational therapy, speech therapy, psychotherapy
- medication, consumables, dietary supplements, medical devices
- hospital treatment
- supplementary healthcare (orthopedics, eyeglasses, hearing aids, prosthetics etc)
- long-term care
- obstetric care
- healthcare abroad
- vaccination programs

Primary healthcare is provided by:

- EOPYY- contracted private healthcare providers (doctors, diagnostic centres, private clinics, chronic haemodialysis units) https://www.eopyy.gov.gr/
- PEDY Units (National Primary Healthcare Network) – public healthcare https://www.doctoranytime.gr/giatroi-pedy
- State hospitals, health centres, rural and regional medical units of the National Health System (Greek acronym ESY) http://www.moh.gov.gr/articles/citizen/xrhsima-thlefwna-amp-dieythynseis/75-nosokomeia-ana-ygeionomikh-perifereia
- Purely private health professionals, without a contract with EOPYY, paid privately.

Hospital healthcare is provided by:

- EOPYY contracted private clinics.

- State hospitals of the National Health System (ESY), free of charge for health services within the national health benefits basket.
- Private hospitals and clinics.

Contracted private doctors have a limit of 200 patients' visits per month, which will be remunerated by EOPYY, so one may expect to pay privately when visiting a contracted doctor who has reached the 200-consultation ceiling for the particular month.

At the Pharmacist's there is usually a co-payment of 25% of the cost of medicinal products. Some patients' groups, such as the chronically ill and pregnant women, receive medicines free of charge or pay a reduced co-payment.

In emergencies, one can go directly to a public hospital. The phone line 166 provides information on which hospitals are on-call duty. Urgent medical care is always free of charge.

Emergency ambulance (phone line 166) transport to a public hospital is free of charge. Transportation by air ambulance, which is the responsibility of the National Centre for Emergency Care (Greek acronym EKAV) is free of charge in most cases, for example when having to be transported from an island (more than 2.000 islands in Greece, more than 200 are inhabited) to the mainland due to a critical health condition.

Usually a doctor will provide a referral for hospital treatment. Although healthcare within the framework of the national health benefits basket is free in the public/state providers, the insured patient is expected to pay a co-payment when opting for contracted private hospital healthcare providers.

A "Health Atlas" web platform is also available by the Greek Ministry of Health at https://healthatlas.gov.gr/#!/ aiming to provide a comprehensive set of information and analytics reflecting the characteristics of Greek Health system. The platform allows you to search health care sites on specific criteria or on location.

Medical Record & Data Protection

Under the Directive 2011/24/EU and the transposition national Law, when you are treated, your healthcare provider must make a medical record of the treatment provided. As a patient, you have the right to a copy of the medical record in order to secure continuity of care and be treated by a doctor of your choice, also if you continue treatment in another member state. You are entitled to access your personal health data i.e. information on diagnoses, medical test results, evaluations of attending doctors and any treatment or surgical operation you have undergone.

Great importance is attached to the protection of personal data all over Europe, and hence also in Greece. The right to the protection of personal data is founded on the constitutional rights of respect of the individual person and his privacy. The legal framework is provided with Law 2472/1997 on the protection of personal data, which is monitored and regulated by the *Hellenic Data Protection Authority* and also Law 3471/2006 on the protection of personal data in e-communication.

In addition to the data protection Laws, professional secrecy and the obligation of confidentiality that are prescribed in the *Code of Medical Professional Conduct* and the *Code of Pharmacists Professional Conduct* are also intended to ensure that patients' data are protected.

Thus, the collection, processing and use of personal data (collection and storage, alteration, transmission, blockage and deletion) is only permitted within the legal framework – or if the individual patient has expressed consent after having been precisely informed. Certain infringements of the respective laws may incur administrative and criminal sanctions. The matter of civil liability and the right to compensation is also regulated by law.

Complaints procedures

Under the Directive 2011/24/EU concerning complaints procedures and mechanisms in place for patients to seek remedies, the national legislation of the state of treatment applies in case you suffer any harm as a result of the healthcare you receive.

The transposition Law 4213/13 of the Directive prescribes that for health treatment received in Greece, the healthcare providers are subject to systems of professional liability insurance, or a guarantee of similar arrangement that is equivalent or essentially comparable as regards its purpose and which is appropriate to the nature and the extent of the risk, by means of either their respective professional associations or their employer or individually. Healthcare providers are required to provide relevant information to patients upon request. In practice, patients who suffer harm from healthcare provided, may address the provider responsible or the provider's professional association.

Public hospitals have offices commissioned with the protection of patients' rights which shall provide information and mediate in case of complaints.

The Ministry of Health has set up a supervisory authority, the independent *Unit for the Protection of Patients' Rights* which shall provide information to patients seeking remedies about the course of action on investigating, mediating or settlement while the patients reserve the right to judicial protection.

Useful help lines – Contact details

MINISTRY OF HEALTH CENTRAL OFFICE - TEL.: 21 32161000, 21 32161001

SELF-DEPARTMENT FOR THE PROTECTION OF RIGHTS TO HEALTH SERVICES - Ministry of Health - TEL. 2132161537, 2132161600, 2132161641, 2132161423 - Fax : 2132161932 - *Email* : rights@moh.gov.gr - *Opening hours* : Daily 12.00 - 15.00

Psychological Support Telephone Line ITHAKI - KET.TH.A. - 1145

Supporting and treatment programs for dependent persons. Provided services: Information on addictive substances issues. Information for troubleshooting services across Greece. Psychological support through the process of active listening and phone conversation in a climate of trust and respect.

Poison Center - 210 7793777

Its main purpose is to provide information and instructions to doctors, hospitals and the public about poisonings of all ages. The Center is unique in the country, it operates 24 hours a day, 7 days a week and the information

Hellenic Cancer Society - 210 6401200

The Hope Hotline runs daily. Monday, Wednesday: 7.30 am to 8.00 pm Tuesday, Thursday, Friday: 7.30 am to 2.30 pm.

The telephone calls are answered by a Clinical Psychologist and three Social Officers. It gives information about smoking cessation centers. It informs about institutions, hospitals and other institutions that have the potential to support the person suffering from cancer, both at the stage he is being hospitalized and at the stage of preparation required for his social rehabilitation and rehabilitation. It provides psychological support to people with cancer and wants to talk about their health problems, personal anxieties and insecurity, insisting on the right to anonymity.

National Center for Social Solidarity - 197

The Direct Social Help Line is the central, guiding point of reference for the whole system of direct social assistance. It operates on a 24-hour basis, seven days a week, providing counseling and psychological support and information, initiating the mechanisms of direct social intervention and referring to the other services of the network as well as other social services and institutions for further assistance

National Transplant Organization - 1147 or 210 6471200

With the phone call, you can discuss with the National Organ Transplantation Organization (EMO) for Organ Donation, as well as learn more about the hospitals that are being transplanted.

SOS for Children, Teens and Parents - 1056

Through SOS Line 1056 children, teenagers and parents find DIRECT people to listen to them and act to provide the support they need in each case. The line operates 24 hours a day 365

days a year free of charge from landline, mobile and card phones and is supported by non-governmental organization staff "Smile of the Child".

IASIS - 1535

Call 1535 to book or modify an appointment at the WHO's outpatient outpatient clinics via the IASIS automated telephone system. You have to say 'clean' 'NEW RANTEVOU' or 'MODIFYING', then 'PROTANTA' and when the name of the Hospital is called, say "clearly" the name of the Hospital. Continue in the same way as the name of the clinic or clinic you want to close the appointment, and your automated answering machine guides you through questions and confirmation for closing your appointment.

OKANA – SOS TEL 1031

The main objective of its operation is - while keeping confidentiality and anonymity - to provide: direct access to information on psychotropic substances and their use, prevention and operation of Prevention Centers, treatment and existing services, OKANA and its programs, personalized short-term advisory support and immediate help and psychological support in crisis situations related to substance use (withdrawal syndrome, suicidal behavior, prevention of relapse).

The phone line provides reliable and valid answers: to people using drugs and their wider family and friendly environment, to people seeking immediate assistance in crisis situations, to professionals in the field looking for specialized information and to the wider audience

The dedicated staff of the telephone line is available to the public, calling the four-digit number 1031. Opening Hours: Monday to Thursday 8am - 8pm, Friday 8am - 4pm.

EKAB – IMMEDIATE TRANSFER TO HOSPITAL - 166

Call 166 when you need immediate transfer assistance to a hospital. If you or someone else needs to be transferred to the Hospital, then:

- If you have the possibility to move to the nearest hospital that is on duty in your own way, please do it. This gives you the opportunity for a fellow who has an immediate and greater need for you to use the ambulance.
- The on-call hospital can be found in the daily press, on the website of the Ministry of Health and Social Solidarity, in communication with 1434, which always informs you of the hospitals that are on duty.
- State the Telephone Number (Mobile or Stationary) from which you are calling
- When calling from a mobile phone, you have to tell which region you are calling (eg city / village etc.)
- Give the exact address, area, and a characteristic point (eg church - school, etc.) to find your ambulance more easily and quickly
- Say how many victims (if it is a traffic accident or other)
- Before you quit your phone, ask your EKAB answering machine, if you need some other information, you may need more information than you gave and then turn off the phone.

- Your annoyance and inconvenience may be justifiable, yet try to stay calm, irrational behavior will not solve your problem. EKAB staff need your help to help you better.

CAUTION:
Do not close the phone first. Ask the EKAB operator if any other information is needed.

For **Mental Health Unit**s please visit the Map of Mental Health (Psychargos) at http://www.psychargos.gov.gr/Default.aspx?id=1634&nt=217&lang=1

For **Private Clinics** please visit http://www.moh.gov.gr/articles/citizen/xrhsima-thlefwna-amp-dieythynseis/80-katastash-idiwtikwn-klinikwn-ths-xwras

For **Hospitals per Health District** please visit **http://www.moh.gov.gr/articles/citizen/xrhsima-thlefwna-amp-dieythynseis/75-nosokomeia-ana-ygeionomikh-perifereia**

For **Primary National Health Network** please visit http://www.moh.gov.gr/articles/citizen/xrhsima-thlefwna-amp-dieythynseis/3081-monades-ygeias-p-e-d-y

For **Pharmacies on call** at Attica and Thessaloniki please visit http://www.moh.gov.gr/articles/citizen/efhmeries-farmakeiwn/70-efhmeries-farmakeiwn-attikhs