

Memo of health care services for foreign refugees, who left Ukraine due to the military actions of the Russian Federation





The Ministry of Health and the National Health Insurance Fund have issued this memo to assist the refugees, who were forced to leave Ukraine due to the military action of the Russian Federation, in receiving focused and precise information on health care services in Lithuania.



All these persons will be guaranteed health care services in the Republic of Lithuania, covered by the National Health Insurance Fund. Continue to read for answers to most frequently asked questions.

Where do I start and how do I register in Lithuania?

Contact the Migration Department under the Ministry of Interior of the Republic of Lithuania or the nearest registration centre in Vilnius, Klaipėda, Alytus or Marijampolė (more information: migracija.lrv.lt).



What details do I need to provide to the health care system?

The registration centre will issue you a registration card. The card will indicate your personal ESI code. This code is unique and given to you to identify you whenever you are provided with health care services or prescribed medicine. Please show your ESI code to health care experts during your visit at health care institutions or pharmacies.



Am I eligible to emergency medical care?

Yes. Call for an ambulance all over Lithuania by dialling 112. Emergency medical care is provided to everyone free of charge.



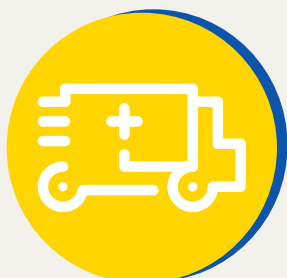
Will the National Health Insurance Fund cover the emergency medical care?

Yes. Emergency medical care includes first aid and emergency medical care provided at medical institutions (providing both inpatient and outpatient services). Emergency medical care does not require a referral.



Am I eligible to free general practice services?

Yes. Contact and apply to a designated medical institution in the municipality, where you have registered.



In other cases, if you are covered by the compulsory health insurance in Lithuania, you may register at the medical institution of your choice. Important, if you want to receive services free of charge: the medical institution must have signed an agreement with territorial health insurance fund.



Where and how can I get emotional and psychological support free of charge?

Free emotional support in Russian language is available by calling 1809, the line is open Monday-Friday 6 p.m.-9 p.m., Saturday-Sunday 12 p.m.-3 p.m. manodaktaras.lt online platform also offers free access to video consultations for adults and children, provided by psychologists and psychotherapists.



Where can I get free assistance from a psychiatrist?

Contact a mental health care centre, which offers this type of support, covered by health insurance funds. The services are free of charge.



Are minor children eligible to a free preventive health examination?

Yes. Contact general practitioner.

Are children eligible to vaccinations, based on the Children's Preventive Vaccination Calendar (e.g. for hepatitis, measles, rotavirus, etc.)?

Yes. Contact general practitioner.



How can I receive dental services?

Contact and apply to a designated medical institution in the municipality, where you have registered.



How can I get to a doctor, specialising in a certain field?

Contact general practitioner. He or she will assist you or issue a referral.

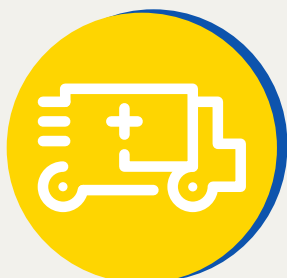
Am I eligible to pregnancy care services?

Yes. Contact general practitioner. If your labour has started, immediately call 112.



How can I get the necessary medication?

If you were treated at a hospital, the necessary medication and healthcare services will be provided by the physician, providing the treatment.



In other cases, prescription for outpatient treatment can be prescribed by the physician, providing the treatment.



How do I get medicine or medical aids at a pharmacy?

You can get medicine at a pharmacy with a prescription issued by the general practitioner. If you are registered at the registration centre, all prescription medicine will be provided free of charge.



Reimbursable medical aids at the pharmacy are provided only for persons, covered by the compulsory health insurance. They also require a prescription from a physician.

Where do I go for medical aids (orthopaedic splints, diapers, diagnostic tapes)?

Go to a pharmacy or a company, supplying these aids, to purchase the aids on your own, or, if you are covered by the compulsory health insurance, contact your general physician, who will issue a prescription. Then bring the prescription to the company or pharmacy, selling these aids, which has signed an agreement with health insurance funds.



Where do I get treatment services for cancer patients?

First of all, contact general practitioner. He or she will evaluate your condition and the available medical records, and issue a referral for further treatment.



Where do I go for medical rehabilitation?

Contact general practitioner. He or she will issue a referral for a consultation with a rehabilitation physician, who will evaluate patient needs and decide what kind of rehabilitation services is needed for the patient.



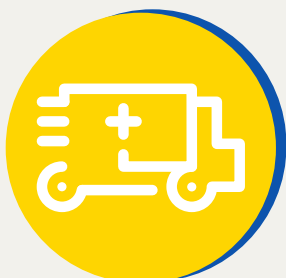
Where do I go if I need medical devices (artificial ventilation and oxygen devices, simple or smart insulin pumps, infusion pumps)?

First of all, contact general practitioner. He or she will evaluate your condition and need, and refer to an doctor specialist, who will make the decision regarding the prescription of a certain device.



Am I eligible to a free COVID-19 vaccination?

Yes, call 1808. If you are calling from a foreign phone operator, dial +370 66 01 1808. More: koronastop.lrv.lt.





Where can I get me information on reimbursable health care services in Lithuania?

The National Health Insurance Fund offers this information by phone +370 5 232 2222, e-mail: info@vlk.lt or to visitors coming to the office all over Lithuania (ligoniukasa.lrv.lt/lt/gyventoju-aptarnavimas).

Information is available in Lithuanian, English and Russian languages.

More information is available on the website at ligoniukasa.lrv.lt in Lithuanian language or English language at – ligoniukasa.lrv.lt/en.



Where do I find other relevant information?

All relevant information on other available support is provided on the website of the Government of the Republic of Lithuania: lrv.lt or ltua.lt.



**This memo has been issued on 15/03/2022 and is distributed in Lithuanian, English, Ukrainian and Russian languages. In all cases, refer to physician for the relevant information on health care services, medicine, etc. More information is also available on the website ligoniukasa.lrv.lt. You can also e-mail us at info@vlk.lt or make a phone call to +370 5 232 2222.*