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INFO FOR VISITORS TO UPPER AUSTRIA: AN ILLNESS NEED NOT COST YOU ANYTHING



Information in the Event of Illness or an Accident

We're so pleased that you've decided to visit Upper Austria!

Please use this guide to inform yourself about your legal status in regard to social care services and assistance in the event of an illness or accident during your stay in Linz and Upper Austria. It also provides important contact information in the event of an emergency or illness. However, although the greatest care was taken in editing it, no liability is assumed for the correctness of the information provided here.

The Upper Austrian regional health insurer (Gebietskrankenkasse or OÖGKK) is where you should seek information regarding illness and health care here. Our contractual partners, i.e. physicians and hospitals, will provide any medical treatment you need.

Entitlement to Medical Care

Persons who are by law covered by health insurance within the member states of the European Union, of the European Economic Area or in Switzerland are also entitled to receive medically necessary treatment and services during their stay in Austria. Those services are deemed medically necessary which cannot be postponed in view of the planned duration of the patient's visit in Linz.

One can claim this right by presenting a European Health Insurance Card or a substitute certification to the health service providers (the OÖGKK's contracted statutory health insurance physicians and public hospitals).

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Cost Settlement

Through this process, the locally authorized regional health insurer (for the city of Linz and the province of Upper Austria, that means the OÖGKK) will assume the cost of treatment according to Austrian law. The health care provider invoices the regional health insurer directly for the costs; the patient is personally liable for paying his/her share in any cost sharing agreements prescribed by Austrian law.

If the required proof of entitlement to health services cannot be presented, then the attending physician is entitled to demand that you pay the treatment fee in cash. You may subsequently present the invoice from the Austrian contractual partner (physician or hospital) to the respective health insurance company in your native country and apply for a reimbursement.

The OÖGKK's Contractual Partners: Who accepts the European Health Insurance Card?

All Upper Austrian public hospitals and all doctors' offices with the notation "Alle Kassen" ("all insurers") are contractual partners of the OÖGKK. For you that means that your European Health Insurance Card will be accepted in the event of an illness. In order to ensure that the health insurance company pays the doctor's fee, we recommend that you specifically ask about this at the hospital or doctor's office. Your hotel will certainly assist you in choosing a suitable physician or hospital.

The European Health Insurance Card (EHIC)

Please be aware however, that your nationally valid insurance card cannot be accepted as proof of entitlement to health services when travelling abroad!

The physician or hospital needs to see a valid European Health Insurance Card (EHIC). You will also be required to fill out a form, which will be available at the doctor's office.

Information

For additional useful information about the provisions regulating health insurance claims between the member states of the European Union and of the European Economic Area, as well as further explanation of the European Health Insurance Card, please see the European Union websites about health care in foreign countries within Europe.

Your national health insurance carrier can give you detailed information about your rights, along with any documents that may be required.

We also recommend that you obtain travel and accident insurance to cover any excesses or cost sharing requirements (e.g. the costs for your rescue or return)!

Contact Info and Addresses in Linz:

Hospitals in Linz (admissions calendar): www.linz.at/akh/7248.asp

Upper Austrian regional health insurer (OÖGKK)

Allgemeines Krankenhaus
Krankenhausstraße 9
Tel.: 0732 – 7806 - 0

Konventhospital der
Barmherzigen Brüder
Seilerstätte 2
Tel.: 0732 - 7897- 0

Unfallkrankenhaus
Garnisonstraße 7
Tel.: 0732 - 69 20 - 0

Krankenhaus der
Barmherzigen Schwestern
Seilerstätte 4
Tel.: 0732 - 7677 - 0

Landes- Frauen- und
Kinderklinik
Krankenhausstraße 26-30
Tel.: 050 - 554 / 63 - 0

Landes-Nervenklinik
Wagner-Jauregg
Wagner-Jauregg-Weg 15
Tel.: 050 - 554 / 62 – 0

A.ö. Krankenhaus der
Elisabethinen
Fadingerstrasse 1
Tel.: 0732 - 7676 - 0

OÖ GKK
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