

# My health



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# The Italian Healthcare System. How does it work?

In Italy, everyone has the right to accessible healthcare.

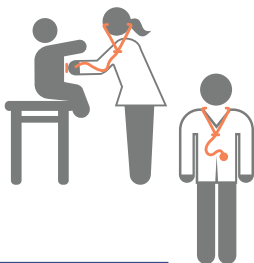


Certain services may require the payment of a fee, also known as “**ticket**”, which contributes to the overall cost of the service.



Certain people, such as **pregnant women** or people with **chronic illnesses** (including diabetes, hypertension, cardiovascular disease, cancer) **do not have to pay any fees.**

Services received from the **local family doctor** or **family pediatrician** are always free for everyone.



For more information, visit  
<http://wiki.inmp.it/wiki>

## My health: where to go

By registering with the national healthcare system, you can choose a **local family doctor**. If you have children that are 0 to 14 years old, you can also choose a **local family pediatrician**. These local doctors are your primary point of reference for your health.

You can schedule any tests or appointments prescribed by your local doctor, by calling the **Central Reservations System (CUP – Centro Unico Prenotazioni)** at the following number

 **06 99 39**

The number is **free** to call, and the operators respond in Italian.

In order to schedule a test or appointment, you must have your **healthcare card** and the **prescription** provided by your local doctor or pediatrician.



**Waiting lists** for tests and appointments may be long.

When your local doctor or pediatrician are not available, you can refer to your local **first-aid station** for any **urgent** matters.

For information on your **nearest first-aid station**, you can call the following number

 **06 570 600**

(this phone service is provided in Italian)

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For further information,  
you can also visit  
**[www.salutelazio.it](http://www.salutelazio.it)**



For information on male circumcision, refer to your local doctor or Family Clinic (Consultorio Familiare). Do not, in any circumstance, refer to unqualified people that might put your life, or that of your loved ones, at risk!

## Local services

You can find a **Consultorio Familiare** in most Municipalities. They offer the following services, free of charge:

- youth space (Spazio giovani)
- pregnancy support, both before and after birth (including breastfeeding support)
- abortions
- contraception
- screening for certain conditions



In order to detect certain illnesses as soon as possible, you can receive **specific check-ups** by asking for the following tests: **pap test**, **mammogram**, and **testing for intestinal cancer**.

You can request these by calling



**800 894 549**

(operators respond in Italian)



**Female genital mutilations are prohibited in Italy as they violate the human rights of women and young girls. If you need information or help, ask your local Consultorio Familiare!**

**Vaccination Centers** for children and adults.

**Mental Health Clinics (Centro di Salute Mentale – CSM)** help those who are experiencing mental distress.

**Addiction Services (Servizi per le Dipendenze – Ser.D)** help those who are struggling with problems related to alcohol, drugs and gambling.

**Anti-smoking Clinics (Centri Anti-fumo)** help people to quit smoking.

**Women's shelters (Centri Antiviolenza)** give support to women who are dealing with violence. To receive support from these services, you can call the following numbers (active every day, at all hours)



**1522 or 112**

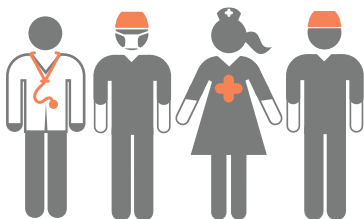
For situations related to **trafficking**, contact the following number (cultural mediators can be requested for this service)



**800 290 290**

## Hospital services

**Hospitals** and **clinics** are places where you can go to have health related issues diagnosed and treated.



If you have an **emergency**, you can also go to your **local emergency room** to receive immediate treatment.

For **life-threatening circumstances**, call the following number



(previously 118, this service is available every day, at all hours)







At the **emergency room**, the order in which people are helped depends on the gravity of their condition.

- ☒ **Critical condition:** life threatening
- ☒ **Urgent condition:** very serious
- ☒ **Deferable condition:** serious, but stable
- ☒ **Minor condition:** less serious, and stable
- ☐ **Non-urgent condition:** not serious



Please remember: the less serious the condition, the longer the wait. In some occasions related to the treatment of less serious conditions, the payment of a fee may also be requested.

# Home safety

Our homes are a place where we can feel safe and spend time.

**It is important that our homes are as safe as possible, both for ourselves and our children!**

**Here are some considerations to pay attention to!**

## **Electricity and electrical outlets:**

do not leave your electrical

appliances unattended and make sure that your children do not play with the wires or outlets in your home. Do not use the hair drier near any sources of water. Also refrain from using the hair drier with wet hands or bare feet.



## **Around the house:**

watch out for any sharp pointed objects or furniture that may cause harm. Pay attention to

areas that might present a risk for falling, especially for young children.

**Heating:** when using stoves that run on gas, kerosene, or wood, make sure to change the air in the room often. Never use wood or carbon to heat bedrooms, as these materials may cause death. Always make sure to keep flammable objects (toys, clothing, curtains) away from any type of heater.

**Cooking:** be careful never to leave any hot pots in the reach of small children. Cooking in one's bedroom is always dangerous, even when using an electric stove.



**Food:** always check the expiration date on packaged food. Be careful when purchasing, or receiving, unpackaged food, as it may be expired or contain toxic substances!

**Cleaning products and pharmaceuticals:**

be careful not to leave any cleaning products, insecticides, disinfectants or pharmaceuticals in the reach of small children. Also never change the containers of these products, as the original containers come with the safety label and caps, which help avoid accidents.



## Safety at work

Our work is important for our health. All **employers** are responsible for the health and safety of their employees.

At work, **appropriate protection and tools** must always be used (without modifications). It is also important to **keep up to date with training**, and to **report** any situation that might put one's safety at risk.

If you are **injured at work**, go to your local **emergency room (Pronto Soccorso)** or to your **family doctor (Medico di Famiglia)**.



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For more information on the Personal Protection Guidelines (Dispositivi di Protezione Individuale – DPI), please refer to the following pamphlet (in multiple languages) [https://www.inail.it/cs/internet/comunicazione/pubblicazioni/catalogo-generale/straniero\\_non\\_estraneo\\_abc\\_sicurezza\\_sul\\_lavoro.html](https://www.inail.it/cs/internet/comunicazione/pubblicazioni/catalogo-generale/straniero_non_estraneo_abc_sicurezza_sul_lavoro.html)

**Here are some signs that you might see at your workplace. They are meant to help protect your safety.**



Helmets required



Gloves required



Safety suit required



Safety belt required



Safety shoes required



Safety goggles required

## SaniMApp Health for all

For further helpful information on healthcare in Rome and in Lazio, visit the following website:

**[www.sanitadifrontiera.org/  
sanimapp/index.html](http://www.sanitadifrontiera.org/sanimapp/index.html)**

## Reception Map

For other helpful tips, related to reception services and information, visit:

**JUMA MAP Refugees map services**  
**[www.jumamap.com](http://www.jumamap.com)**





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*Obiettivo Specifico 2. Integrazione/Migrazione legale*

*Obiettivo Nazionale 3. Capacity building*

Progetto Social Inclusion Prog. 2928

