

# Were you receiving psychiatric treatment in Ukraine?

If you find yourself in Poland due to the war in Ukraine, **you will be able to continue your psychiatric treatment in Poland.**



## Before Leaving Ukraine

Try to bring any medication you are taking with you and information about that medication



## After Arriving in Poland

All Ukrainian citizens arriving in Poland no earlier than 24 February 2022 due to the war in Ukraine are entitled to free care and medicines reimbursed in Poland under a special law, under the same conditions as Polish citizens.



## Medical Advice

Prescriptions issued by a psychiatrist or other doctor are required to obtain medication from a pharmacy.

»» The fastest way to obtain a prescription is through a **primary care doctor**

Provide your doctor with a list of medications you are taking and **ask them to continue your treatment**

Call the National Health Fund's free 24-hour helpline to find out where the nearest doctor is.



## Prescription and reimbursement of medications

**If you have a PESEL number:** your doctor can issue an electronic prescription. At the pharmacy, enter your PESEL number and the code that the doctor gives you.

**If you don't have a PESEL number:** you will receive a printed prescription.

You can obtain **reimbursement** (that is, receive medication at reduced prices, co-financed by the Polish state), if you:

- you are a citizen of Ukraine;
- arrived in Poland as a result of the war in Ukraine on 24 February 2022 or later;
- you have a document confirming the date on which you crossed the Polish border, issued by the Polish services;
- your doctor will give you a prescription (your doctor must have a contract with the National Health Fund)

Only specific medicines are reimbursed. Please see the [list of reimbursed medicines](#).



## Not a Ukrainian citizen or arrived in Poland before 24 February 2022?

**You will also receive psychiatric care in Poland.**

**All persons in need of psychiatric care** have the **right to free psychiatric care** within the public mental health system, regardless of nationality and insurance (based on the Mental Health Act). However, you will need insurance to seek advice from your primary care physician.



## Important Numbers

For **emergencies or life-threatening situations**

**112**

You may also visit any hospital or emergency department. **You will not pay anything** for emergency or hospital care (including medicines)

National Health Fund Helpline

**800 190 590**

Call this number to:

- obtain the **location of the nearest doctor**
- get help with the Polish mental health system, including **how to see a psychologist/psychiatrist**
- find help for **if your condition deteriorates**

This helpline is **free of charge and operates 24 hours per day, 7 days per week**, also on **public holidays**.

Available languages include **Polish, English, Ukrainian and Russian**. Information can also be obtained by e-mail, chat or video link with a sign language interpreter.

Children's Ombudsman's Child Helpline

**800 12 12 12**

This helpline, run in cooperation with the Ministry of Health, is staffed by psychologists to **support children and teenagers and their parents and carers**.

It is **free of charge, operates 24 hours a day**, and provides services in Ukrainian and Russian.