

Medical Care in the Czech Republic

♦ Insurance and Basic Information

Emergency numbers:

- 112 (EU-wide)
- 155 (Czech medical emergency)

More emergency options: [CU Emergency Help](#)

If you have **valid health insurance** covering your stay in the Czech Republic, **standard necessary treatment is free of charge**, provided that:

- You visit a **medical institution** (doctor, dentist, hospital) that has a **contract with the Czech public health insurance system**.
- You present your **European Health Insurance Card (EHIC) + confirmation of validity** for the Czech Republic
(issued by a Czech health insurance company – please visit one after arrival).

 **Private clinics** are not covered — you will have to pay yourself.


♦ For European Students

- You must hold a **valid EHIC**.
- After arrival, visit a Czech public health insurance company to confirm its validity.


♦ VZP – General Health Insurance Company

Všeobecná zdravotní pojišťovna (VZP) is recommended as the **largest health care provider** in the Czech Republic, with the **highest number of cooperating doctors**.


It is also the **only insurance provider available for citizens from non-EU/EFTA countries**.

 You can register at any branch of VZP.

For example:

 *Na Perštýně 6, 110 00 Praha 1* (located directly in the city centre).

 Please register **as soon as possible after arrival**.

 You can proceed to the VZP registration process [\[under this link\]](#).

After showing your **EHIC** or its substitute confirmation, the insurance company will immediately issue a **registration document** with a Czech insurance number.

Bring both this document and your EHIC with you when visiting a doctor.

✅ **Highly recommended:** Register your EHIC **immediately after arrival** — do not wait until you are unwell.

♦ Insurance and Basic Information

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 - o You **visit a medical institution** (doctor, dentist, hospital) that has a **contract with the Czech public health insurance system**.
 - o You present your **European Health Insurance Card (EHIC) + confirmation of validity** for the Czech Republic (issued by a Czech health insurance company – please visit one after arrival).

⚠️ **Private clinics** are not covered — you must pay yourself.

⚠️ Make sure your insurance **covers COVID-19** treatment.

♦ For European Students

- Must hold a valid **EHIC**.
- Visit a Czech health insurance company after arrival to confirm validity.



General Practitioners – MUDr. Vanda Řezníčková

♦ **Recommended Doctor for International Students of PTF**

✅ You must **register first** before using her services. Afterwards, you can book an appointment as needed

English-speaking GP cooperating with the Protestant Theological Faculty (PTF)

📍 Address: *Poliklinika Palackého, Palackého 5, 115 92 Praha 1 – Nové Město*

🌐 www.salubrita.cz/en

☎ Tel.: +420 251 642 196 (*speak to the nurse first*)

🕒 Opening hours:

- Mon: 7:30 – 15:30
- Tue: 13:00 – 18:00
- Wed: 12:30 – 18:00
- Thu: 7:30 – 13:00
- Fri: 7:30 – 14:30



Recommended [Medical care](#) for ♦ all students of Charles University:

General Practitioner at [AGEL](#)

- Appointments can be made by phone at +420 221 087 111,
 - by e-mail at recepce@pol.agel.cz,
 - or in person at the reception of the clinic during the opening hours (**MON-FRI 9:00am-3pm**).



37 Italská Street, Prague, but the main entrance is from Helénská Street.

You can use trolleybus No. 135, stop Na Smetance. Alternatively, you can walk from Muzeum, Náměstí Míru, I.P. Pavlova or Hlavní nádraží metro stations.



When you arrive at the clinic, **you must always check in at the reception**. The staff will ask you to present **your insurance card and student card or ISIC**. You will then be directed to the waiting room of the relevant GP. **Patients who do not check in at the reception will not be treated.**



Urgent & After-Hours Care

♦ Motol University Hospital – Foreigners' Department



V Úvalu 84, Prague 5



www.fnmotol.cz/en



Adults: +420 224 438 590 / 573

English-speaking staff available.



Dental Care

♦ Agel Dental Centre



Italská 1800/35, Praha 2, 120 00 Praha 2



+420 604 551 117



[map link](#)



Psychological Counselling (Carolina Centre)

For all Charles University students — free of charge, in English



Address: Školská 13a, Prague 1 (small green door)




[Counselling Info](#)

♦ **Psychological Counselling (Carolina Centre Services)**


- In-person and **online counselling**
- Help with **study, personal, family or emotional problems**
- **Free of charge**


 **Registration required:** [Register for counselling in English](#)

 Email for questions: **counsel@ruk.cuni.cz**


24/7 Psychological Crisis Help

♦ **Crisis Intervention Centre (Bohnice Psychiatric Hospital)**



 *Ústavní 91, 181 02 Prague 8*

 +420 284 016 110 / +420 284 016 666

English-speaking doctor always present. No appointment needed.

 Phone service may not always be in English.

Support Group for English-Speaking Students

- **Led by:** Mgr. Pavla Čípková (psychologist) & Mgr. Jakub Fiala (coach)
-  *Školská 13a, Prague 1 (Carolina Centre)*
-  **Every Monday, 18:00–19:30**

 **Starts: Every week during semester and exam period except public holidays**

Summer semester dates TBD

Medicines and Pharmacies

In the Czech Republic:

- **Non-prescription drugs and medicines are sold only in pharmacies** (not in supermarkets, unlike in some Western countries).
- Pharmacies are marked with a **green cross**.
- Many pharmacy staff speak **English or German** and are used to assisting international visitors.
- If you are unable to visit a pharmacy in person, you can use delivery services like [Rohlik.cz](https://rohlik.cz).

Further information about medical care: Detailed information [HERE](#) or <https://cuni.cz/UKEN-1621.html>