

! Unexpected Situations

(Last updated: 18 January 2024, updated with official CU resources)

We hope you won't need this — but if something goes wrong, here are the **essential contacts and resources** for emergencies and support.

Emergency Contacts

-  **Office for International Relations – Protestant Theology Faculty**
 +420 221 988 211 / 212
 intl@etf.cuni.cz
 -  **Integrated Rescue System (police, fire brigade, medical emergency)**
  **112** (EU-wide number — works without SIM or phone credit)
 -  **Charles University Emergency Support**  emergency@cuni.cz
A central crisis help service for CU students and staff
 -  **Your Embassy / Consulate**
➤ We highly recommend you **find and save the contact details** of your embassy in Prague (especially the emergency number)
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Mental Health & Crisis Support

Charles University Support Services

-  **Psychological Counselling – Free of Charge**
Available to all CU students in English and other languages
 [Full details here](#)
-  **Carolina Centre (CU Point)**
Psychological, legal, and social support (English available)
 Zvoníčková 5, Prague 6
 counsel@ruk.cuni.cz (Mgr. Milan Polák)
Carolina Centre Info

External Crisis Intervention (English-speaking)

- **Psychiatric Hospital Bohnice (open 24/7)**
 Ústavní 91, Prague 8
 +420 284 016 110 or +420 284 016 666
Walk-ins accepted; an English-speaking doctor is usually available on site (not guaranteed by phone)

- **Psychiatric Clinic of the General University Hospital (FN)**
 -  Ke Karlovu 11, Prague 2
 - English-speaking doctors usually available during working hours
- **Diakonie SOS Centre**
 -  Varšavská 37, Prague 2
 -  +420 222 514 040 or +420 777 734 173
 -  info@soscentrum.cz
 -  Mon–Thu: 9:00–20:00, Fri: 9:00–17:00
 - Offers psychological help in English (appointment by email recommended)
- **Modrá Linka (Blue Line)** – Crisis Email Support
 -  help@modralinka.cz (response within 72 hours)
- **Useful Tools & Apps**
 - **Don't Panic** – psychological first aid mobile app in 11 languages
 - **MyMentalHealth.Guide** – mental health and emergency resources
 - **EmotionAid** – trauma & stress support, available at CU (esp. Faculty of Arts)



Healthcare & Insurance

- **Health Insurance**
 - All students from EU and visa countries are registered with a Czech health insurance provider
 - EU students should also carry their **EHIC (European Health Insurance Card)**
- **Hospital for Foreign Patients**
 -  **Motol University Hospital (Fakultní nemocnice v Motole)**
 -  Next to *Nemocnice Motol* metro station (Line A)
 - Staff are experienced with international patients and speak English
-  Erasmus students usually receive healthcare info from the European Office by email



Summary Table: Important Contacts

 Service / Support	Contact Info & Notes
Int'l Office – ETF	intl@etf.cuni.cz , +420 221 988 211/212
Rescue System (Police/Fire/EMS)	112 – works without SIM
CU Crisis Help	emergency@cuni.cz
Carolina Centre (CU Point)	counsel@ruk.cuni.cz , Zvoníčková 5, Prague 6
Psychiatric Hospital Bohnice	+420 284 016 110 / 666 – open 24/7
SOS Centre (Diakonie)	+420 222 514 040, info@soscentrum.cz
Blue Line (crisis email support)	help@modralinka.cz
Motol Hospital	Metro A – <i>Nemocnice Motol</i> station
Your Embassy	Save contact details in your phone