



## Staying in Denmark?

How do you get help in case of illness...

### EU-rules and Nordic conventions on health care

Show your European Health Insurance Card to the doctor / hospital / pharmacy / therapist concerned

Nordic citizens need not show any documents and British citizens need only show their British passport

Normally you pay only the patient's part of the costs

#### How do you get treatment by a general practitioner

- Contact any GP covered by a contract with the public health care
- Office hours are normally 8 am to 4 pm
- Outside office hours: telephone the [local emergency service \(lægevagt\)](#)
- Treatment is free of charge

#### How do you get treatment by a specialist

- You must have a referral from a GP covered by a contract with the public health care
- Treatment is free of charge

### **How do you get treatment by a dentist**

- Contact any dentist covered by a contract with the public health care
- The public health care reimburses up to 40 percent of costs for certain treatments
- No reimbursement for dentures, crowns etc.

### **Other benefits on referral from GP**

- treatment by a psychologist
- physiotherapist
- chiropractor
- You must pay part of the cost for treatment

### **Other benefits without referral with partial reimbursement**

- treatment by a chiropractor
- You must pay part of the cost for treatment

### **How do you get hospital treatment**

- In serious acute situations: Call 112
- In case of other emergencies that happened within the last 24 hours you can contact the casualty ward (skadestue) in a public hospital
- In some of the five regions you need to arrange for the consultation beforehand  
Information on how to access acute hospital help in the five regions can be found on <http://www.borger.dk> under [Skadestuer](#)
- In non-acute cases you need a referral from a GP
- Treatment is free of charge

### **How do you get ambulance transport to a hospital**

- Call 112 in case of immediate need of transport by ambulance to the nearest public hospital
- Acute necessary ambulance transport is free of charge

### **How do you get medicine**

- Show your prescription from the GP, hospital or specialist in any pharmacy
- Reimbursement is calculated on the basis of the actual annual consumption of medicines on prescription
- No reimbursement of annual costs below a fixed limit (in 2013: 900 dkr.) (however 60 percent reimbursement for children under 18)
- Foreigners will get a special card with a unique number the first time they buy medicine in Denmark. Show this card at any further purchase of medicine for calculation of the reimbursement

For further details on reimbursement rates for medicines see the website of [the Ministry of Health \(Ministeriet for Sundhed og Forebyggelse\)](#)

### **Certain treatments need to be arranged for before you arrive in Denmark**

- If you need treatment during your stay in Denmark as e.g. dialysis, oxygen or chemo therapy you must arrange the treatment with the relevant local public hospital in Denmark well in advance of your arrival in Denmark
- Treatment at private providers is only covered if referral is given from a public hospital
- Public hospitals may refuse to arrange treatment because of capacity problems

- [The National Board of Health](#) (Sundhedsstyrelsen) can give information on public hospitals with dialysis, oxygen service etc.
- For questions on costs for transport please contact the hospital

#### **How do you get reimbursement in Denmark**

- If you did not show your European Health Insurance Card/Replacement form for this card and therefore have paid the full price for the treatment you can get the reimbursement from the public health care from the municipality (kommunen) on your place of stay.
- Show all original bills, receipts and referrals
- Show your European Health Insurance card / Replacement form
- Present your bank account details ( IBAN and SWIFT / BIC code)

#### **How do you get reimbursement after your return home**

- Contact your health insurance institution for assistance
- Hand in all original bills, receipts and referrals
- Your institution will send this with the relevant document to Patientombuddet (The National Agency for Patient Rights and Complaints, International Health Insurance) for information about the reimbursable amount

#### **Further information**

- The municipality of your place of stay can inform you of rules and GPs with contract with the public health care
- For general information on health care in Denmark: The web-site of [the Ministry of the Health](#) or
- [Patientombuddet](#) (National Agency for Patient Rights and Complaints, International Health Insurance)
- For general information on [Life in Denmark. Borger.dk](#)
- European Commission [website on the EHIC](#)

#### Patientombuddet

National Agency for Patient Rights and Complaints  
International Health Insurance

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