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HEALTHCARE USER GUIDE FOR NON-EU FOREIGNERS IN BRNO

Hello,

welcome to Brno!

Moving to a new country can be exciting, but at times it can also be challenging.

Brno is a very friendly place to visit and settle in. However, to feel at home, you may start making new friends, learning Czech, but also becoming more aware of various aspects of the life in Brno.

This brief guide was created to provide you with basic information about healthcare services in Brno, the second largest city in the Czech Republic. It was developed within the Project 738091/MyHealth, which has received funding from the European Union's Health Programme (2014-2020). The guide is intended for non-EU nationals.

This endeavor would not have been possible without a continuing cooperation with the South Moravian Centre for Foreigners JMK that provided the opportunity to understand more closely the health needs of foreigners in Brno. The JMK will be hosting this multilingual resource on its public website.

We would like also to acknowledge the Division of Social Inclusion of the Brno City Municipality's Department of Social Affairs, along with many other organizations and individuals, for the cooperation on the project.

We sincerely hope this guide could be helpful in better understanding of the local healthcare as an integral part of life in Brno.

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International Clinical Research Center
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1. HEALTH INSURANCE

Having a health insurance card is mandatory for every person residing or visiting the Czech Republic. Depending on the length of your intended stay, the requirements for the health insurance will differ. For a *short-term* (less than 90 days) stay, a travel health insurance (up to minimum EUR 30000) should suffice. For *long-term* stays exceeding 90 days, terms and conditions differ significantly.

There are **two types of health insurance** in the Czech Republic: **public and commercial**. Czech citizens and those with *permanent* residence in the Czech Republic are entitled to public health insurance. Public health insurance provides nearly comprehensive coverage of medical services.

If a person stays on a *long-term* residence permit, the entitlement to either public or commercial health insurance depends on the country of origin and the employment status in the Czech Republic. The access to health insurance differs for EU and non-EU citizens. This guide provides information for **non-EU** citizens.

1.1. Public health insurance

You are entitled to public health insurance if you are:

- A Czech citizen
- A holder of a Czech permanent residence card
- An employee in a company registered in the Czech Republic and has a regular work contract, i.e. "*pracovní smlouvy*"
- A person who received a temporary protection status, for the period of validity of the decision
- A person who has applied for the international protection, for the period of validity of the decision
- Born to a foreigner who has a permanent residence permit



- A family member of the EU citizen with a Czech permanent residence card
- A citizen of a country that has bilateral international agreements with the Czech Republic in the healthcare or social security. As of 2019, those include Yemen, Cuba, Montenegro, Croatia, Macedonia, Serbia, Turkey, Israel (childbirth only), Bosnia or Herzegovina, USA, Japan and Tunisia.

Regular work contract. If you have a regular work contract in the Czech Republic, it is the employer's responsibility to register you with the General Health Insurance Company - VZP CR, or with a different public health insurance company of your preference.

You are legally registered from the first day when you start your job. It may take a month or two for the employer to deliver the insurance card to you, but you can use the insurance any time before that. Once your contract is over, your employer immediately informs the insurance company. If you have a new contract from the next day, you are safe, otherwise you must purchase a private insurance.

Under international protection or asylum. If you are an asylum seeker or under temporary protection by the state, the relevant authorities will take care to register you in the public health insurance system.

1.2. Commercial health insurance

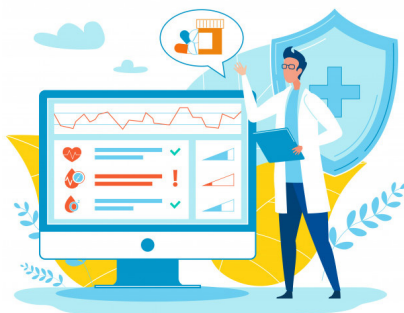
Any person not entitled to public health insurance (see above), has to purchase a prepaid commercial health insurance.

You are entitled to commercial health insurance if you are:

- A spouse, child, parent or other family member of an employed non-EU national
- A student whose study is not supported through an intergovernmental agreement
- A self-employed person (non-EU national)
- A foreigner receiving a parental allowance

Types of commercial health insurance packages

- If you plan a short stay in the Czech Republic on a tourist visa (less than 90 days), you can buy '**Acute and emergency health care insurance**' from any of the commercial health insurance companies. It covers only acute and emergency cases. Some non-EU nationals are obliged to buy such insurance package prior to leaving their country, as a visa requirement.
- If you plan to purchase commercial health insurance during your long-term stay (more than 90 days), you will need to purchase a package called "**Comprehensive health insurance**". Note that the price and the range of services provided under the title '**Comprehensive**' may significantly vary from one company to another. It is advisable to review very carefully all available options to purchase a package that is most relevant to your needs.



1.3. Common mistakes in choosing a health plan

Many newcomers favor the least expensive commercial health insurance packages. However, there are other factors to consider, including the following:

- How many general practitioners (GPs), narrow specialists, and clinics in your neighborhood cooperate with the insurance company?
- Which services are covered and which are not?
- How many visits can be covered per year?

Remember:

- The commercial health insurance plans **do not cover pre-existing** health conditions.
- If you are not satisfied with the current insurance company and would like to continue with another one, remember that the conditions developed while covered by the previous plan, will be considered as **a pre-existing condition**.
- **Pregnancy-related and infant care** services are covered by special packages.
- **Sports-related injuries** are covered by supplemental packages.



1.4. Commercial health insurance for pregnant woman

If you are planning having a child, you must purchase an insurance package for pregnancy and newborn care. We advise to seek professional counseling *beforehand* to be on a safer side, to avoid unnecessary or even catastrophic expenses after giving the birth.

Remember:

- None of the commercial health care insurance plans covers the expenses related to pregnancy.
- There are special health insurance packages for pregnant women that include pre-operative care, birth and postnatal care, both for a mother and a newborn.
- Women as a rule should pass a medical entry examination (some risk factors can be a barrier to the enrollment).

- The starting date for this package should be agreed in advance. Time requirements vary from one company to another. Frequency of the visits and examinations depends on the medical guidelines and decided by the doctor.

1.5. Health insurance calculator for foreigners in the Czech Republic.



Try this calculator to become aware of differences in costs between the companies and the range of services covered. Kindly note that this calculator does not include all existing companies <https://infocizinci.cz/en/health-insurance-calculator/>.

1.6. Public vs. commercial health insurance: how much do they differ?

Public health insurance	Commercial health insurance
There are basically no limits for the coverage of medical expenses. The insurance company cannot cancel your insurance or refuse to extend it if you fulfill required conditions.	The company can refuse to extend the contract when the policy holder develops a certain condition requiring expensive treatment.
You can visit a doctor as many times as needed.	The number of covered examinations/visits is limited.
A person who has the right to use public health insurance can always be treated anywhere in the Czech Republic (nearly every physician has contract with all public medical insurance companies).	For commercial health insurance, you have to choose among the hospitals/physicians that cooperate with your insurance company.

The doctors do not face any limitations in the coverage of provided services.

The doctors have difficulties keeping the cost of medical services under the limits established by the commercial insurance companies. Besides, there is more paperwork to do.

1.7. List of health insurance companies in the Czech Republic

1.7.1. Public health insurance companies

The largest health insurance company in the Czech Republic is the General Health Insurance Company. The vast majority of the population in the Czech Republic is insured by this state-owned company.

- General Health Insurance Company Všeobecná Zdravotní Pojišťovna ČR. www.vzp.cz

Other non-commercial health insurance companies are:

- Military Health Insurance Company (Vojenská zdravotní pojišťovna ČR – www.vozp.cz)
- Czech Industrial Insurance Company (Česká průmyslová zdravotní pojišťovna – www.cpzp.cz)
- Trades Association Health Insurance Company (Oborová zdravotní pojišťovna – www.ozp.cz)
- Škoda Employees Insurance Company (Zaměstnanecká pojišťovna Škoda – www.zpskoda.cz)
- Ministry of Interior's Health Insurance Company (Zdravotní pojišťovna ministerstva vnitra ČR – www.zpmvcr.cz)
- Coalfield Brotherhood Cash Office health insurance company (Revírní bratrská pokladna, zdravotní pojišťovna – www.rbp-zp.cz)

1.7.2. Commercial health insurance companies

- UNIQA (www.uniqua.cz)
- Slavia (www.slavia-pojistovna.cz)
- Ergo (www.ergo.cz)
- AXA Assistance (www.axa-assistance.cz)
- Maxima (www.maximapojistovna.cz)
- General Health Insurance Company for Foreigners PVZP (www.pvzp.cz). PVZP is not the same as VZP, it is a commercial company.

The number of commercial companies licensed in provision of health insurance for foreigners has been increasing in past years.

More information on the health insurance for foreigners can be found at Ministry of Health website: https://www.mzcr.cz/Cizinci/obsah/-privately-purchasedtravel-health-insurance_2664_23.html

Useful links:

- www.portal.gov.cz
- <https://www.portal.gov.cz/en/health-care>
- <https://www.vzpforforeigners.cz>
- http://www.cicpraha.org/upload/soubory/Ke%20stažen%C3%AD/letaky%20infoServisu/Infoservis_Narozeni_ditete_AJ_NEW.pdf
- <http://www.cicpraha.org/en/socialni-poradenstvi/manzelstvi-narozeni-ditete-rodina/narozeni-ditete-cizince.html>

2. HOW TO FIND A DOCTOR?

Don't wait until you need one. Register with a GP and a pediatrician (for children under age of 19) well in advance to ensure a smooth access to healthcare. To see a narrow specialist (except gynecologist, dentist and optometrist) you would need a referral from your GP.



Scheduling the appointment

Call your insurance company and ask for the list of cooperating doctors. Alternatively, you can find this information on their website but be aware that the website information may be not up-to-date.

Start calling to doctors on the list, one by one, to request an appointment. You may have to wait for the visit, sometimes weeks or longer.



At doctors' office

On the appointment day, make sure you arrive before the scheduled time. Don't forget your health insurance card and the identity documents. If you don't speak Czech, you may want to bring a translator. Be prepared to pay in cash for the visit to be reimbursed later.



After the visit

If the doctor prescribed you medicines, or you had to pay for the visit, save the medical report and the bill. Fill in the Claim Reporting form (available at your health insurance company website) and mail the form to the insurance company address together with the medical report and the bills from the pharmacy and for the visit.

Useful links

<https://www.brno.cz/lekari>

<https://www.zdravotniregistr.cz/>

<https://www.registrlekaru.cz/>

<https://www.eucpremium.cz/en>

<https://blog.foreigners.cz/english-speaking-doctors-in-brno/>

<https://www.brnoexpatcentre.eu/im-an-expat/medical-services/>

3. WHERE TO CALL IN HEALTH EMERGENCY



 **155**

This is the national medical emergency number in the Czech Republic, the calls will be answered in the Czech language. **This number is a preferred choice in a health**

emergency. You may have to wait longer on a phone until the operator will take the call, the line is usually busy. Once connected, the operator may ask a few questions to decide if sending an ambulance is necessary.

 **112**

This is the integrated European emergency number, the operators speak not only Czech, but also English, German, Polish, Russian and French using a translating software. The operators of the European emergency number are connected with all rescue services (police, firefighters and paramedics). It could be time saving in case of, for example, a car crash. You can call from both land-lines and mobile phones, even if you do not have credit or a SIM card, or if you have a limited signal. It also allows for a determination of the location of the caller. **This number is a preferred choice when additional rescue services are needed.**

3.1. How to report an emergency situation?

Tell the operator:

What has happened?

Where did it happen?

Who is calling? *"My name is ..., my phone number is"*

Don't hang up quickly – the operator may want to ask additional questions to decide if sending the ambulance is necessary.

Remember:

An ambulance should be called only in the case of **a life-threatening illness or injury**. The ambulance will be sent to examine, provide medical support and, if necessary, transport the patient to the hospital.

Here are some examples of a life-threatening illness or injury:

- *Signs of heart attack, including chest pain*
- *Signs of stroke, including sudden onset of numbness in extremities or speech irregularities.*
- *Severe shortness of breath*
- *Poisoning*
- *Major injuries*
- *Vomiting or coughing blood*
- *Suicidal attempts*
- *Unconsciousness, etc.*

3.2. Urgent medical care after work hours and on weekends/holidays

If the injury or illness is not serious enough to call the ambulance, but still cannot be postponed till regular office hours to see your general practitioner, you can require *urgent care*.

If you don't have a GP (haven't registered with a GP), you still can use this option.

In such situations, if you cannot go to your GP, there are two places to go:

Trauma Hospital of Brno *Úrazová nemocnice v Brně*




+420 545 538 111




Ponávka 6 (near the center of the city)

The Trauma Hospital has urgent care facilities for both **medical** and **dental** problems. There is a fee of 90CZK per visit.




Medical care (adults)

-  Monday-Friday: 17:00-07:00
Weekends/holidays: 24 hours

Dental care (adults, children)

-  Monday-Friday: 18:00-24:00
Weekends/holidays 8:00-20:00

Children's hospital in Brno *Dětská nemocnice*

-  +420 532 234 935
-  Černopolní 9
-  Monday to Friday: 15:30-07:00
Weekends/holidays: 24 hours

There are also emergency care departments in the St. Anne's University Hospital, the University Hospital Bohunice, the Military hospital, and the Hospital of Charity Brothers. These hospitals may cooperate with ambulances in case of emergency.

3.3. Urgent medical care during regular working hours

Check the schedule of your general practitioner. During his/her regular hours, you should visit or call your GP first if you require urgent care. At other times (Monday to Friday afterhours and on weekends and holidays at all times) you should make your own way to hospital.

4. PHARMACIES

In the Czech Republic, it is possible to buy medication only in a pharmacy. Some medications can be purchased without a prescription while many others are available only when prescribed by a physician. This might take some time to get used to it.

There are dozens of pharmacies in Brno. Every pharmacy can provide you with advice regarding your medical condition along with over-the-counter and prescribed medications. Some pharmacies offer special counselling and examination services. The examples of such pharmacies include:

Dr. Max (<https://www.drmax.cz>),

Benu (<https://www.benu.cz>),

Lékárna Kobližná (<http://www.lekkoblizna.cz>),

Chytrá Lékarna (<http://www.chytralekarna.cz>)

For example, Chytrá Lékarna has an English speaking staff and offers a wide range of services:

- blood pressure measurement
- blood glucose measurement
- skin, nail and hair diagnosis
- homeopathy counselling
- incontinence counselling
- nutrition counselling

However, as was mentioned above, there are dozens of pharmacies in Brno and you could choose based on your convenience and past experience. Personnel usually speaks English and may also speak other foreign languages, such as German or Russian.

4.1. When and why to visit pharmacy?

Pharmacists are specialists with a university degree and they can help you with your health issues. They will provide you with advice, over-the-counter drugs and help you to decide whether is necessary to visit a physician or not. In addition, they may help you to boost your immunity by dietary supplements. It is also possible to buy medical devices such as

a thermometer, a device for blood pressure measurement (sphygmomanometer) and others.

The process is much faster than visiting a doctor, and you can visit any pharmacy of your choice, anytime, without making an appointment.

There are two **NON-STOP** pharmacies in Brno. You can use their services in case of emergency.

Lékárna Koliště

 +420 545 424 811

 Koliště 47

 <http://lekarnakoliste.cz/>

Dr. Max

 +420 542 213 531

 Bašty 413/2 (near to the main train station)

4.2. What is the difference between over-the-counter and prescribed drugs?

A prescribed drug is pharmacological substance, that can be bought only with a prescription (*předpis*) from a doctor. Coverage of these medications may vary based on the type of drug and your medical insurance package. Most often a prescription drug is fully or partially covered by your insurer. However, in some cases, you have to pay the full price for the medicine, for example, if it is for a chronic condition not covered by your insurance plan. In other cases, you may have to pay first and receive reimbursement by your insurance company. Please check with your insurer/physician in advance.

Prescription drugs include but are not limited to, antibiotics, antivirals, cardiovascular agents, steroids, and many others. It is very important to keep in mind that **prescriptions are valid for a limited period of time.**

When it expires, the prescription is not valid and will not be accepted by the pharmacy anymore. Take your expired prescription to the doctor and ask for a new one.

Remember:

- Prescriptions issued by emergency services are only valid for one day after their issuance.
- Prescriptions for antibiotics and antimicrobial chemotherapeutics are valid for five days.
- All others are valid for two weeks.

In some special cases, a drug can be prescribed for a longer time, with maximum duration of one year.

Recently, an option for electronic prescriptions (eRecept) was introduced in the Czech Republic. Ask your doctor about **eRecept** if interested. <http://www.olecich.cz/erecept..>

Over-the-counter drug is a medication sold directly to the customer without any prescription. **It is always paid by the patient.** However, the customer can choose among many medications with the same effect and choose the one with the most reasonable price. The pharmacist will inform you on how to take the medication and possible side effects.

Below you can find some examples of common over-the-counter medications. **This information is not a substitute for the professional advice,** you should always discuss your symptoms with a pharmacist or a physician. These medications may have options for children and be available in different forms (pills, syrup, drops, etc).

Health condition	Medication
Sore throat	Tantum verde, Orofar, Strepsils, Streptabene, Streptfen, Streptofort
Flu, cold	Paralen, Muconasal, ACC long, Erdomed, Neo-angin, Nurofen

Cough	Stoptusin, Bromhexin, Ambrobene, Robituns, ACC long
Heartburn, neusea	Kinedryl, Rennie, Iberogast
Nasal congestion, runny nose	Olynth, Otrivin, Sinex Vicks, Muconasal
Headache, backache, other common aches	APO-Ibuprofen, Nalgesin, Panadol, Ibalgin
Diarrhea	Imodium, Hylak forte, Enterol, Endiaron

I have a prescription medication from my home country, can I get the same from Czech pharmacy?

In this case, your first steps will lead to the pharmacy. The pharmacist will provide you with information regarding the payment and availability of your medication.

- If it is possible to get your drug in the Czech Republic and the price is reasonable for you, you can keep taking the medication.
- If not, you will discuss your medical condition with your physician and he will prescribe you with a new medication, with the same active substance and effect.
- If you want or need to use the one specific kind of medication, it is possible to carry it with you from your home country. However, in this case, you will need to prove the reason for carrying such an amount of drugs at the borders with your medical certificate. Please check the customs' requirements beforehand.

Did you know?

Many pharmacies may also provide services such as:

- online purchasing (e-shops)
- food supplements
- cosmetics
- medical devices
- health education (e.g., smoking cessation counseling at St. Anne's Faculty Hospital's pharmacy).

5. VACCINATIONS

There are mandatory vaccinations for children in the Czech Republic. They provide protection for the following 9 communicable diseases:

- Diphtheria
- Tetanus
- Whooping cough
- Haemophilus influenzae B
- Viral hepatitis B
- Polio
- Measles
- Rubella
- Mumps.

In addition to this mandatory list, several other vaccinations are recommended (Table 1).

Table 1. Children vaccination calendar in the Czech Republic.

Immunization Schedule for children in the Czech Republic		
Age	Mandatory vaccinations	Recommended vaccinations
4 days - 6 weeks	Tuberculosis (only for kids from risk population)	
6 weeks		Rotavirus infection - 1 st dose
2 months	Hexa vaccine - 1 st dose (Diphtheria, tetanus, whooping cough, viral hepatitis B, Haemophilus influenza b and poliomyelitis.)	Rotavirus infection - 2 nd dose
		Pneumococcal infections - 1 st (covered by health insurance)

3 months		Rotavirus infection - 3 rd dose
4 months	Hexa vaccine - 2 nd dose (Diphtheria, tetanus, whooping cough, viral hepatitis B, Haemophilus influenza b and poliomyelitis.)	Pneumococcal infections - 2 nd dose <i>(covered by health insurance)</i>
11-13 months	Hexa vaccine - 3 rd dose (Diphtheria, tetanus, whooping cough, viral hepatitis B, Haemophilus influenza b and poliomyelitis.)	Pneumococcal infections - 3 rd dose <i>(covered by health insurance)</i>
13-18 months	Priorix - 1 st dose (Rubella, Measles, Mumps)	Priorix-Tetra - 1 st dose (Chickenpox, Rubella, Measles, Mumps)
5-6 years	Priorix - 2 nd dose (Rubella, Measles, Mumps)	Priorix-Tetra - 2 nd dose (Chickenpox, Rubella, Measles, Mumps)
5-6 years	Combination vaccine against diphtheria, tetanus and whooping cough	
10-11 years	Combination vaccine against diphtheria, tetanus, whooping cough and poliomyelitis	
13-14 years		Human papillomavirus
14 years	Tetanus (if was not performed in 10-11 years)	

Is the vaccination indeed obligatory?

Yes, the vaccination schedule is established by the law of the Czech Republic (No. 537/2006 Sb.; amendment No. 355/2017 Sb).

Where to vaccinate?

Obligatory vaccination includes nine conditions and it is administered at the pediatrician's (general practitioner for children and youth) office. Children and teenagers have to be registered with a pediatrician until the age of 19 in the Czech Republic.

How much it costs?

All mandatory vaccinations and also the vaccination against pneumococcal infections are fully covered by public medical insurance companies. If your kid is covered by a commercial insurance you may need to pay for the service (injection). Please check the website of your medical insurance company and with your pediatrician.

If your country has a different list of mandatory vaccinations, then the pediatrician can apply additional vaccinations at your expense.

I am not sure which vaccinations my child has. What to do?

This is a very common situation. If your child was vaccinated regularly, the pediatrician will check the immunization schedule in your country and add necessary vaccinations or continue with the schedule. A similar procedure is applied if you are not sure if your child was vaccinated or do not have any documents proving the immunization.

We do not intend to stay for more than 3 months. Do I have to vaccinate?

Yes, however, in this case the physician administers only the missing vaccinations recommended by the Czech vaccination schedule or vaccinations that are not provided in your home country.

Are there any other obligatory vaccinations?

No, other vaccinations are either voluntary or by indications.

Tetanus: vaccination is indicated in case of injury, accident and incurable wounds.

Rabies: vaccination is indicated in case of animal bites.

Influenza (Flu) vaccination is recommended for high-risk groups, such as

children, elderly, healthcare workers, those with chronic illnesses such as asthma, diabetes, heart disease, and immuno-compromised.

Measles outbreak

In recent years, the number of measles cases increased in the Czech Republic. The best way to protect against measles is vaccination. There is no specific treatment in case of disease.

Tick-borne diseases

Tick-borne encephalitis is a human viral infection involving the central nervous system. The number of reported cases increased by almost four times in the last three decades. There is no specific antiviral drug therapy for tick-borne encephalitis. The most effective prevention method is vaccination.

Lyme disease (Borreliosis) is an infectious disease spread by ticks. There is no effective vaccination against this disease. The only way is to avoid a tick bite. The most common sign of infection is an expanding area of redness on the skin, that appears at the site of the tick bite about a week after the bite. The rash is typically neither itchy nor painful. Approximately 70–80% of infected people develop a rash. The disease can be treated by antibiotics and is more effective when started timely.

Not every tick is necessarily infected. The risk of transmission of the tick-borne infections increases with the duration of the tick's attachment to the skin.

Useful links

Vaccination Center (commercial) AVENIER at Letmo and Bohunice Campus: www.ockovacentrum.cz

6. COPING WITH STRESS

Moving to another country can be both exciting and challenging. You may have to deal with the uncertainty, compelled unemployment, housing issues and other stressful situations.

Be prepared to cope with stress effectively. Here are some coping strategies that could help to protect your mental health.

1. **Get enough sleep.** Poor sleep can negatively affect your mood, ability to concentrate, energy level, and physical health.
2. **Learn relaxation techniques.** There are many relaxation techniques, including meditation, deep breathing exercises, and yoga, among others. Learn about these powerful techniques. Start practicing.



3. **Make friends.** Connect with others by taking a class, or volunteering, or joining a peer group. Talk to others -- preferably face to face, or at least on the phone. Share what's going on. Ask for help if needed but also support others.
4. **Have fun, do something that you like.** Take a walk, exercise, enjoy nature, read a book, listen to your favorite music, laugh.
5. **Be positive.** Be grateful for all the good things in your life. Celebrate small daily accomplishments. Being grateful for your blessings cancels out negative thoughts and worries.

6. **Be curious, ask questions.** Stressful situations often arise simply because of the lack of information and misunderstanding. Shape your communication skills.
7. **Understand local culture.** Learn something new every day.
8. **Try to resolve stressful situations if you can.** Don't let stressful situations fester. Shape your problem-solving skills.
9. **Maintain healthy habits,** such as not smoking, regular exercise, and a diet high in fruits, vegetables, whole grains, lean protein, and healthy fats.
10. **Ask for help.** Don't be afraid to ask for help.

If stress and anxiety persist and affect other aspects of your life, do NOT hesitate to ask a professional for help. It is not a shame and is always better to intervene early before the problem takes control over you.

It is very important to keep in mind that if the mental tension and stress are ignored and not properly managed, it can lead to both mental and physical problems. Gastroduodenal ulcers, hypertension, respiratory and eating disorders are only a few examples of common psychosomatic problems. The ability to withstand obstacles and stressful situations differs significantly from person to person. However, even a person with excellent skills to cope with stress can face an extraordinary traumatic situation and need help.

There are several **warning signs** that you might be reaching your individual coping limits:

- Anxiety, irritability, difficulty concentrating
- Frequent headaches
- Impaired sleep (quality and quantity), sleeplessness, nightmares
- Changes in appetite (either way)
- Things usually enjoyed do not make you happy anymore
- Loss of interests, including sexual and social
- Lack of energy, tiredness, or hyperactivity
- Constant bad mood, emotional instability
- Low self-esteem and self-confidence

I am not sure if I can deal with my current situation by myself. What to do?

It does not really matter if you first visit psychologist, psychiatrist, GP or clinical psychologist. All of them should be able to assess whose service is the best for you. Do not be ashamed, the experts will never send you home because your difficulties are not serious enough.

How does it work in the Czech Republic?

Some of Czech psychologists cooperate with insurance companies, mostly with the public health insurance companies. The conditions may vary; therefore, it is important to check with the health insurance company on your package provisions and clarify the reimbursement options in each particular case.

Many psychotherapists do not cooperate with health insurance companies. The costs are paid by visitors themselves, from 600 to 1000 CZK per session. Reduced prices may be available for students and unemployed.

How to choose the specialist?

Psychiatrist is a medical doctor specialized in psychiatry. You will usually meet a psychiatrist on your GP recommendation. The terms regarding payment are exactly the same as for other medical specialists. The psychiatrist can do a complex examination, provide the diagnosis, prescribe pharmacological treatment (pills), and recommend further psychotherapy. They usually cooperate with clinical psychologists.

Psychologist has a university degree in psychology who can provide basic psychological counseling. The expenses are covered by yourself.

Psychotherapist is either a psychiatrist, psychologist or person from a related field, who in addition to the university studies completed a state-certified, long-term (4-7 years) psychotherapy training. The psychotherapy can be either long- or short-term and help you with more or less complicated mental health issues.

Clinical psychologist is a psychologist, usually with psychotherapy training, who is certified as a healthcare provider. This specialist can provide a

complex examination, recommend psychotherapy and can also provide you with psychotherapy. You can visit a clinical psychologist on the GP recommendation or by yourself. On the GP referral, the visit is covered by public medical insurance. If you have a commercial insurance please check on your package conditions. If you visit a clinical psychologist without a GP referral, the expenses should be covered by yourself. There are English-speaking psychotherapists in Brno. Some may speak other foreign languages as well. We recommend to do your own search online, to ensure that the information is up-to-date.

Useful links

Counseling Center, Department of Psychology of the Faculty of Social Studies, Masaryk University <http://poradna.fss.muni.cz/>

Center for International Cooperation, Masaryk University <https://czs.muni.cz/en/student-from-abroad/international-student-guide/counseling-and-psychologists#psychological-counselling>

What is psychotherapy? <https://www.psychoterapie-marcek.cz/co-je-psychoterapie?lang=en>

7. MULTILINGUAL COUNSELING AND ASSISTANCE SERVICES FOR FOREIGNERS

Counseling may help you in difficult life situations. For example, the counselor can help you to find a job or housing or help with parenting issues or through a divorce.



There are governmental and non-governmental organizations providing free counseling services, accompaniment and integration support for foreigners in Brno. Those include:

South Moravian Regional Centre for Foreigners JMK

Provides the following free services:

 Czech  Rus  Eng

Legal counseling

Social counseling

Employment counseling


Czech language courses for adults and kids

Integration courses

Activities for adults and kids

 cizincijmk@jmk.cz

 +420 541 658 333

 Mezírka 1, 4th floor, 602 00

 <https://www.cizincijmk.cz/en/>

Intercultural workers of Brno City Municipality

Provides free counseling in Arabic, Romanian, Russian, Vietnamese, Ukrainian languages. They also can accompany you during your visits to health and other institutions and liaise as cultural mediators. Please connect via email or phone to set up an appointment.

**Ukrainian****Russian**

hertlova.kateryna@brno.cz



+420 608 955 216

**Romanian**

ceban.alexandru@brno.cz



+420 608 955 218

**Vietnamese**

vrbkova.julie@brno.cz



+420 776 199 517

**Arabic**

atassi.karin@brno.cz



+420 608 955 226



Division of Social Inclusion, Department of Social Services,
Brno City Municipality Anenská 10, 602 00 Brno



Monday, Wednesday
8:00 to 17:00 or by appointment

Brno Expat Centre

Provides free informational seminars and individual advice on a variety of issues for skilled foreign professionals and their families.



Czech



English



French



+420 530 332 123

[//www.brnoexpatcentre.eu/](http://www.brnoexpatcentre.eu/)

Orlí 3, 602 00 Brno

Monday to Friday by appointment

Diocesan Charity in Brno, Celsus Služby pro cizince


Provides free legal and social advice, assistance, accompaniment, and other services to foreigners with all types of residence permit.

 +420 538 700 943

 celsuz@brno.charita.cz

 <https://celsuz.cz/sluzby-pro-cizince/>

 tř. Kpt. Jaroše 9, 602 00 Brno

 Monday to Wednesday 8:00-12:00, 13:00-16:30
Thursday, Friday 8:00-12:00


Organization for Aid to Refugees

Provides free legal and specialized social counseling and assistance on a variety of issues, including healthcare, for asylum seekers, refugees and foreigners in difficult life situations.

 +420 731 448 938, +420 731 928 388


 opu.brno@opu.cz

 [//www.opu.cz/en/kontakty/opu-centrala-brno/](http://www.opu.cz/en/kontakty/opu-centrala-brno/)

 Josefská 8, 602 00 Brno

8. WHERE TO SEEK HELP IN CRISIS SITUATIONS

Helpline Modra Linka (Blue Line) provides support in crisis and difficult life situations every day from 9:00 to 21:00.

 +420 608 902 410, +420 549 241 010

 +420 608 902 410

 help@modralinka.cz

 www.modralinka.cz

Modra Linka (Blue Line) Centre provides anonymous counseling for individuals and families in difficult life situations.

 objednani.poradna@modralinka.cz

 Anenská 10, 602 00 Brno

Spondea is a civic organization with more than 20 years of experience of helping children, families and individuals in difficult life situations, including domestic violence, emergency assistance to children, self-harm, bullying, and other.

For children and families:

 +420 608 118 088; +420 541 235 511,

 krizovapomoc@spondea.cz

For victims of domestic violence:


 +420 739 078 078; +420 544 501 121,

 intervencni-centrum@spondea.cz

For person with anger control issues:

 +420 725 005 367,

 vztek@spondea.cz

 Monday-Thursday 8.00–18.00
Friday 8.00–16.00

 <http://www.spondea.cz>

 Sýpka 25, 613 00 Brno, Czech Republic

Marriage and Family Counseling Centers are supported by Brno City Municipality and provide free counseling services at several locations in Brno. Language: Czech. For more information please check at:

 www.css.brno.cz

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