

Information in the Event of Illness or an Accident



We're so pleased that you've decided to visit Styria!

Please use this guide to inform yourself about your legal status in regard to social care services and assistance in the event of an illness or accident during your stay in Graz and Styria. It also provides important contact information in the event of an emergency or illness. However, although the greatest care was taken in editing it, no liability is assumed for the correctness of the information provided here.

The Styrian regional health insurer (Steiermärkische Gebietskrankenkasse or STGKK) is where you should seek information regarding illness and health care here. Our contractual partners, i.e. physicians and hospitals, will provide any medical treatment you need.

Entitlement to Medical Care

Persons who are by law covered by health insurance within the member states of the European Union, of the European Economic Area or in Switzerland are also entitled to receive medically necessary treatment and services during their stay in Austria. Those services are deemed medically necessary which cannot be postponed in view of the planned duration of the patient's visit in Graz.

One can claim this right by presenting a European Health Insurance Card or a substitute certification to the health service providers (the STGKK's contracted statutory health insurance physicians and public hospitals).

Cost Settlement

Through this process, the locally authorized regional health insurer STGKK (for the city of Graz and the province of Styria) will assume the cost of treatment according to Austrian law. The health care provider invoices the regional health insurer directly for the costs; the patient is personally liable for paying his/her share in any cost sharing agreements prescribed by Austrian law.

If the required proof of entitlement to health services cannot be presented, then the attending physician is entitled to demand that you pay the treatment fee in cash. You may subsequently present the invoice from the Austrian contractual partner (physician or hospital) to the respective health insurance company in your native country and apply for a reimbursement.

The STGKK's Contractual Partners: Who accepts the European Health Insurance Card?

All Styrian public hospitals and all doctors' offices with the notation "Alle Kassen" ("all insurers") are contractual partners of the STGKK. That means that your European Health Insurance Card will be accepted in the event of an illness. In order to ensure that the health insurance company pays the doctor's fee, we recommend that you specifically ask about this at the hospital or doctor's office. Your hotel will certainly assist you in choosing a suitable physician or hospital.

The European Health Insurance Card (EHIC)

Please be aware however, that your nationally valid insurance card cannot be accepted as proof of entitlement to health services when travelling abroad!

The physician or hospital needs to see a valid European Health Insurance Card (EHIC). You will also be required to fill out a form, which will be available at the doctor's office.

Information

For additional useful information about the provisions regulating health insurance claims between the member states of the European Union and of the European Economic Area, as well as further explanation of the European Health Insurance Card, please see the European Union websites about health care in foreign countries within Europe.

Your national health insurance carrier can give you detailed information about your rights, along with any documents that may be required.

We also recommend that you obtain travel and accident insurance to cover any excesses or cost sharing requirements (e.g. the costs for your rescue or return)!

**If anything is unclear or you require further information,
please call us on: 0316/8035-3000**

Kind regards
STEIERMÄRKISCHE GEBIETSKRANKENKASSE