

Practical Guide for foreign researchers in the Valencia Region

The Healthcare System



General Information

The healthcare system in our country, as laid down in the Spanish Constitution, establishes that all people, regardless of their nationality, are entitled to the protection of their health and medical attention. The National Healthcare System is structured on the basis of a network of public services in the context of each Autonomous Region. In the case of the Valencia Region, healthcare is managed by the [Department of Health](#) of the Generalitat Valenciana.

All foreign nationals who reside in the Valencia Region and are registered in the municipal register are entitled to public medical assistance on the same terms as Spaniards, regardless of their administrative situation.

The Population Information System (SIP) is the corporate administrative record of the Health Department that collects and updates personal data, location, allocation of health resources (area, zone, centre and doctor) and the right to health benefits of persons residing in the region or displaced population accessing the public health system.

For standard access to the different health services of the public healthcare network, it is necessary to have a **HEALTH CARD** or **SIP CARD**. This serves as the personal identification document of each citizen and must always be shown when arriving at a public health centre and for receiving pharmaceutical products with medical prescription. Applications to obtain the card are processed at the healthcare centre of the person's place of residence.

Another medical assistance option, apart from the public network, is private assistance or insurance organisations. The price can vary considerably, depending on the company and the type of policy contracted. Generally, payment of a monthly fee entitles the user to different options, depending on the contract: these range from packages that assure practically all the healthcare services, to coverage that just includes outpatient assistance, hospitalisation or emergency services.

When foreign visitors begin to work in Spain in a normalised way, they receive their corresponding Social Security Card from the Social Security service with their personal details and affiliation number, which entitles them and their family to free medical and hospital treatment.

For further information regarding the SIP card:
Tel. 900662000
Email: sip@gva.es
Office hours: Monday to Friday from 9am to 6pm

Community Citizens

Community Regulations in regard to Social Security are applied to nationals of Member States of the European Union, of the European Economic Area, or Switzerland.

● Temporary sojourns

Community citizens who move temporarily to the Valencia Region will be able to accredit their right to receive public medical assistance by means of the [European Health Insurance Card](#). This is a free card that gives you access to medically necessary, state-provided healthcare during a temporary stay in any of the 28 EU countries, Iceland, Lichtenstein, Norway and Switzerland, under the same conditions and at the same cost (free in some countries) as people insured in that country. Cards are issued by the country of origin's national health insurance provider. If Community citizens do not have this card, the *Instituto Nacional de Seguridad Social* (Spanish Social Security Institute) can apply for it, through its Department of International Agreements, to the corresponding foreign Authority.

In order to be assigned a doctor, it is necessary to show the European Health Insurance Card, together with

one's passport or ID card, at the Healthcare Centre closest to your address.

This card is personal and is generally valid for 1 year after which it can be renewed, and certifies the holder's right to receive the healthcare required from a medical point of view, taking into account the nature of the services and the foreseen duration of the sojourn. The card is not valid if the reason for moving to another State is to receive specific medical treatment.

The beneficiaries of this card will need to pay the amount for the services not included in their national healthcare system, and will only be reimbursed the services that are included in their system and for some administrative costs that have been paid by the patient, which is why it is very important to keep the corresponding receipts and invoices.

● **Habitual residence**

Community citizens who customarily reside in our Region can accredit their entitlement to medical assistance by means of different official forms issued by the competent Authorities of their countries of origin. The documentation needed to process these accreditations will depend on the requester's country of origin.

Once in Spain, the interested foreign national should go to the provincial or territorial Offices of the [**Instituto Nacional de Seguridad Social**](#) (Spanish Social Security Institute) for accreditation of the entitlement to receive the corresponding healthcare assistance and services.

Further information can be obtained at the liaising offices [**for workers from abroad**](#), in which the Community regime is applied or where there is a bilateral agreement.

In any case, citizens insured in another EU Member State can contact the National Contact Points through the following website: <https://www.mscbs.gob.es/pnc/ciudadanoUE/home.htm>. In Valencia, the Regional Contact Point is located at the Health Department: C/Micer Mascó 31-33, 46010 Valencia (email: sanidadtransfronterizacv@gva.es). Also, the different Patient Information Offices (SAIP) of local hospitals can provide information on the right to cross-border healthcare.

Non-Community Citizens

The citizens of non-Community States are entitled to receive medical assistance only in virtue of any [**bilateral agreement**](#) signed with Spain in matters of Social Security for Healthcare Services. Each country has its own official form, which will need to be presented at the Healthcare Centre, together with the person's passport, in order to be assigned a doctor.

On the other hand, non-Community citizens from countries that do not have agreements with Spain in regard to Social Security will need to take out private medical insurance coverage. As these citizens may be entitled to receive free medical attention in public health centres and hospitals, the recommendation is to check with the regional authorities: C/Micer Mascó 31-33, 46010 Valencia (email: sanidadtransfronterizacv@gva.es).

It is also possible to obtain further information in [**offices for displaced workers**](#).

In any of the foregoing circumstances, before travelling to Spain, it is very important to duly inform oneself at the corresponding Social Security or similar body in the country of origin. These can provide the relevant information regarding whether any bilateral agreement exists in regard to healthcare and, where appropriate, can provide the necessary forms that entitle the foreign national to healthcare services in our country. Further information on the bilateral agreements in place between Spain and other States, as well as on the necessary application forms and models, can be found at the [**Spanish Social Security website**](#).

● **For further information:**

To find the Healthcare Centre, closest hospital, Family Planning Centre, Emergency Services, doctor's appointment etc., corresponding to one's address and/or to consult any other matter related to healthcare in our Region, the following free phone number for healthcare information can be called: 900161161, or visit the Region healthcare website: <http://www.san.gva.es/>

For any other type of additional information (ascertaining one's entitlement to services in the case of disease, accumulation of rights, etc.) it is advisable to go to the [Provincial Offices of the Social Security](#).

VALENCIA

C/ Bailén, 46
Tel. 963176000

CASTELLÓN

Avda. del Mar, 21
Tel. 964354000

ALICANTE

C/ Churruca, 26
Tel. 965903100



How to proceed

● Public Health

Once a doctor has been assigned in the health centre nearest to your home, if you want to be attended by a doctor you have to request an appointment or call your health centre and indicate your SIP number or enter the website of the [Conselleria de Sanitat](#).

Medicines prescribed by the doctor on an official prescription are included in the Spanish Healthcare System and can be acquired at a chemist with a significant price discount.

Chemists take turns to stay open at night and on bank holidays, and in the main cities there are 24-hour chemists.

To consult a specialist doctor, your GP must first write an official report for the required specialist. Then you have to ask for an appointment with the specialist at your health centre or by phone.

In case of emergency, go directly to the nearest accident and emergency unit (Urgencias). If you do not have private insurance, go to the nearest public centre and if you need an ambulance call the 112 emergency number.

● Private Health

If you take out private insurance, the insurance company will give you a telephone contact number to ask for an appointment with doctors in general medicine or specialists and for emergency cases. In this case you will have to pay in full for all the medicines prescribed by the doctor.

