



HEALTH SERVICES

People everywhere place a lot of importance on health. However, health services differ from place to place. There may be public health centers or private health centers, different ways of paying for treatment, and for medication...

In Navarra, there are public health services which are financed through contributions made by everybody by way of taxes or deductions from salaries. For this reason, when a person receives attention no payment is necessary. However, it is necessary to have a health card.

The purpose of this pamphlet is to give information about how the health services operate, how to gain access to them and how to use them appropriately.

The following are some of the characteristics of the PUBLIC HEALTH SERVICES OF NAVARRA:

- Attention is given to anybody who is in Navarra.
- Not only is the illness treated but healthcare is also offered.
- Most services that may be needed are included, although not all.
- In the case of hospitalization, all necessary medication is included. In other cases medication is bought in pharmacies under prescription. In most cases, the patient only pays 40%.

THE PUBLIC HEALTH SERVICES IN NAVARRA

In Navarra, there are three types of PUBLIC HEALTH SERVICES:

1. For initial attention. This is the first place you go when you have any problem related to health. There are:

- HEALTH CENTRES, in the cities and larger towns
- LOCAL SURGERIES, in the smaller villages



2. For specialized care. To use these, it is generally necessary to have a 'volante', a medical report from a health center doctor. There are:

- WOMEN'S HEALTH CENTERS. For pregnancies, family planning, menopause, sexuality, gynaecological check-ups and menstruation and ovary problems.
- MENTAL HEALTH CENTERS. For illnesses and problems of mental health.
- OUTPATIENT AND CONSULTANCY CENTERS. For illnesses and problems related to the different areas of specialization: heart, lung, bone... as well as oral hygiene and dental health for children, prevention of breast cancer.
- HOSPITALS. For hospitalization and care for serious illnesses, operations, births, some diagnostic tests.. In each hospital there is a Section dedicated to attention to the patient which resolves doubts or difficulties related to the functioning of the hospital and which provides social workers whom one can talk to.

3. For emergencies

In case of emergency, first phone the Health Center. If it's not open, call the number of SOS Navarra which is 112. They will tell you what is best to do in your case.



All the centers have the requisite professional staff, from the different areas of specialization in medicine, nursing, social work, psychology, education, administrative personnel and others.



THE HEALTH CENTER

This is the first service you go to when you feel ill, and also :

- To learn or ask about health care
- To vaccinate children and check that they are growing healthily
- To prevent illnesses
- For periodic check-ups for chronic illnesses (diabetes.)
- For social support or orientation if necessary
- To apply for a Medical Card

Emergencies are attended to in the health centers during opening hours and also attention is given to people in their own homes when necessary.

The centers are staffed by professionals in the areas of medicine, nursing, social work, administrative personnel and others.

In order to receive attention it is necessary to have or to have applied for a **MEDICAL CARD** and to make an appointment for the attention that is needed. Each health center has its own timetable which it is important to know and respect.



USING THE HEALTH SERVICES

Some important things to know about using the health services:

- When a person is ill, the first thing is to take care of them. But it is necessary to get a **MEDICAL CARD**. Anybody who is in Navarra has a right to one, irrespective of their working or administrative situation.

You apply for a Medical Card in the Health Center nearest to your place of residence. Each individual has their own Medical Card which they have to bring with them every time they attend a center.

On the card is the name of the health center and your doctor. If you lose your card or change your place of residence you must inform your health center.

- To get information about a health problem, you have to **FIRST GO TO THE HEALTH CENTER** and there they will decide if you need other services.
- In order to get any professional assistance, the services operate a system of **APPOINTMENT IN ADVANCE**. You can ask for an appointment in person or by phone. You ask for an appointment with a consultant or specialist in the Health Center and some days later you will receive a letter at home giving the day, the time and the place of the consultation. It is important to keep the appointment at the agreed time and, if it is not possible, to notify by phone.

It is important to know how the health services operate and to use them well. If you are in doubt, ask the staff who are assisting you.

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