



# Estonian health care system

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# Agenda

- Overview about health care in Estonia
- Information how to get help
- Some medical notes

# Insurance system in Estonia

- Solidary health insurance system – all medically insured people receive the same quality health care
- Two types of health insurance: state insurance provided by the Estonian Health Insurance Fund (Tervisekassa) and private insurance (private companies)
- Also possibility to use pay per service

# Health care system

- Primary health care is a set of ambulatory services for the most common health problems
- Specialised medical care: ambulatory and hospital care
- Ambulance care is intended for the primary diagnosis and treatment of life-threatening illnesses, injuries or poisonings

# Primary care

- Primary care is provided by family doctors (FD)  
*family practitioner/general practitioner/GP*
  - FD is the first contact point in case of any health problem and illness, also if you need referral to specialised medical care
  - Every FD has his own list of patients (~2000)
  - Before registering to FD's list, you need local personal ID code
- \* If you stay here only for a short time period, you do not have to register to FD's list

# Planning a visit to FD

- Call/mail beforehand and book an appointment
- Usually family nurse is a first contact person
- Average time for one consultation is 15–30 minutes
- Please take your ID card or passport and insurance papers with you
- Do not forget to take with you important medical papers

# FD visit

- Primary care services are basically free of charge for persons with Estonian state insurance
- All others may have to pay, depending on the problem (acute vs chronic), type of insurance (EU or not) and clinic (GP centre or private clinic) – ask in advance!
- Keep a record of the costs, you may be able to claim compensation from your own insurance company in your own country

# Health advice via phone consultation

- Advice on minor health problems and guidance on first aid
- The assistance is provided 24/7 in Estonian and Russian; and daily at 15:00–17:00 in English.
- The phone number **1220** or **+372 634 6630**

<http://www.1220.ee/about-the-advice-line/>



# Specialised medical care

You need referral from a FD. Referral is not necessary for:

- Gynaecologist
- Psychiatrist
- Ophthalmologist (eye problems)
- Dermatovenereologist (skin problems)
- Dentist
- Pulmonologist (in case of tuberculosis)
- Infectious Diseases Doctor (in case of HIV/AIDS treatment and for vaccinations)
- Emergency care doctor (in case of emergency)

# Specialised medical care

- Tartu University Hospital  
Address: Puusepa 8, tel. 7319 100 or by e-mail:  
kliinikum@kliinikum.ee  
If you have EU insurance, you get sick in Estonia and you have referral letter, you have to pay only visit fee (5 EUR)
- Private clinics (if possible ask FD advice)  
Usually you have to pay visit fee plus fee for investigations (ask in advance)

# Dental care

## Paid service

- Different clinics
- Stomatology Clinic of Tartu University  
Address: Puusepa 1a, tel. 731 9100
- Dental emergency please call **+372 7319 889**  
During weekends go directly to emergency care  
department Puusepa 8

# In case of emergency

Go directly to **emergency department**

Address: Puusepa 8, Tartu

Open 24/7

Visit fee is 5 EUR

(with European  
Health Insurance Card)



# In case of emergency

# Call 112 „Kiirabi“

- Severe traumas/accidents
- Severe bleeding
- Severe sudden pain
- Consciousness



Anyone in the territory of the Republic of Estonia has the right to receive ambulance service and it is free of charge for people in need.

# More information about Estonian health care

- <https://tartuwelcomecentre.ee/basics/health-care-and-safety/>
- <https://www.haigekassa.ee/en/people/health-insurance>
- Estonian Health Insurance Fund phone 16363, calling from abroad: +372 669 6630



# Estonia

There are no special medical notes related to traveling to Estonia.

The routine vaccines are **highly recommended**:

- Diphtheria-Tetanus-Pertussis (whooping cough)
- Measles-Mumps-Rubella (MMR)
- Polio
- Flu (influenza)
- Chickenpox (Varicella)
- Hepatitis A and B
- Tick-borne encephalitis

# Vaccination office

Vaccination in Kvartal shopping center

Address: Riia 2

Open Mon–Fri 16–18

Not necessary to book an appointment

If you have additional questions:

[vaktsineerimine@kliinikum.ee](mailto:vaktsineerimine@kliinikum.ee)







COVID-19

# Stay healthy!



Keep a safe  
distance



Pay attention  
to hygiene



Stay home  
when sick