

Healthcare in Estonia 2020



European Union
European Social Fund



Investing
in your future

Useful tips & contacts:

- In case of emergency, call ☎ **112!**
- Emergency care and ambulance are provided to all the people on the territory of Estonia free of charge, including foreign nationals and people without health insurance.
- All the people staying in Estonia with a temporary or permanent residence permit **must have a valid health insurance during their stay**. If the Estonian national health insurance does not apply to you (see chapter 7), you need to buy it yourself from a private insurance company.
- Everybody in Estonia has a right to choose a **General Practitioner (GP)**. **This physician (also called a family doctor, family physician)** will become your first person to consult when falling ill.
- You can only register yourself with a family doctor at a public clinic when you have registered your place of residence in Estonia. You can register with a General Practitioner in a private clinic without being an official resident in the country.
- If you have health concern which does not require emergency care, always contact your family doctor.
- In most cases, family doctor's referral is also required to access the specialist doctor. Family doctor's referral is not needed for contacting psychiatrist, gynaecologist, dermatologist, dentist, ophthalmologist or if you have a major trauma.
- If you cannot make it to a doctor's appointment, always cancel it!
- If you have a health concern but your family doctor is not available, calling the family doctor counselling line ☎ **1220** can be helpful*. When calling from abroad, dial ☎ **+372 634 6630**. In English, the phone is open every day at 3 p.m. — 5 p.m.
- Turn to the Estonian Health Insurance fund if you have questions about the availability of medical care or Estonian health insurance, ☎ **+372 669 6630** or ✉ **info@haigekassa.ee**
- Turn to the Health Board with questions regarding finding or changing a family doctor, ☎ **+372 794 3500** or ✉ **kesk@terviseamet.ee**
- Turn to national midwife helpline ☎ **12252** If you have a question/concern about your pregnancy or about your baby's health.**

*When calling ☎ **1220**, the caller will pay for the call from the first minute according to the price lists of telephone operators (approximately 0.30 €/min).

** When calling ☎ **12252**, the caller will pay for the call 1.20 €/min.

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REPUBLIC OF ESTONIA
HEALTH BOARD



Estonian
Health Insurance
Fund



REPUBLIC OF ESTONIA
MINISTRY OF THE INTERIOR



peaasi.ee

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COVID-19 Coronavirus Pandemic in Estonia

1

The novel coronavirus, COVID-19, was firstly diagnosed in Estonia in the winter of 2020. To help stop the spread of the highly contagious virus, a state of national emergency in healthcare was declared and several restrictions were placed on everyday life activities, regional travel, and tourism.

New outbreaks of COVID-19 are expected in the following flu seasons.

To slow the spread of the disease, it is most important for everyone to avoid contact with infected persons and other people, follow regular hygiene rules, and anyone who becomes ill must stay at home until they are well. In case of illness, you must contact your family physician or clinic if your condition deteriorates — if you experience shortages of breath or breathing difficulties, call the emergency line **112**.

Explanatory information on acts, laws, and restrictions adopted in Estonia during and after the COVID-19 pandemic can be found on the website www.kriis.ee/en.

Description and infection statistics of the COVID-19 virus, health guidelines for general public and medical personnel can be found on the website of Estonian Health Board <http://www.terviseamet.ee/en/covid19>.

COVID-19 tips:

- Hotline **1247** provides information on issues related to coronavirus (COVID). The hotline is available 24/7 and it is free of charge for the callers. When calling from abroad, dial **+372 600 1247**.
- A referral to testing for coronavirus is generally available through a person's family doctor (general practitioner), who assesses the patient's health condition and the possibility of viral infection of the upper respiratory tract.
- If a family doctor is not available or the patient is not in the family doctor's patient directory (list), any of the local family doctors or medical clinics or family doctor's hotline **1220*** can be contacted for the assessment of need for referral to COVID-19 testing.
- Testing and treatment for COVID-19 is free of charge for the patient while staying in stationary care or being referred through a family doctor regardless of having or not having a valid Estonian national health insurance.
- Testing for COVID-19 without doctor's referral has been made available as an out-of-pocket payment through private health service providers, such as Synlab:
<https://minu.synlab.ee/en>

*When calling **1220**, the caller will pay for the call from the first minute on the basis of the price lists of telephone operators (approximately 0.30 €/

Roadmap on health problems

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*Acute health concerns: critical or life threatening conditions, such as severe injury, trauma, bleeding, trouble breathing, severe cold/fever/poisoning, psychiatric disorders where the patient is a threat to himself or herself or those around him or her.

*Minor health concerns: sore throat, high fever, diarrhoea, skin infections, mild psychiatric and mood disorders.

* If in doubt where to turn, find out more:
<https://alustaperearstist.ee/en/perearstemo/>

* No referral is needed to turn to a venereologist, psychiatrist, gynaecologist, dermatologist, dentist, ophthalmologist, or in case you have a major trauma.



I'm not feeling well...

I have a minor health issue

I have an acute health issue and need emergency care

Pharmacy

Helpline 1220

Family doctor

Call 112 or go to ER

Conclusions/referrals

Hospitalization

Specialist doctor

Treatment at home

3

Estonian Health-care System & Related Institutions:

Haigekassa

Estonian Health Insurance Fund (EHIF)

National health insurance, waiting times, co-payments and medical benefits, such as sick leaves.

Tallinn, Lastekodu str 48
+372 669 6630
info@haigekassa.ee
haigekassa.ee/en

Terviseamet

Estonian Health Board

Oversight of health care professionals (incl. family doctors), legal supervision of healthcare services, communicable disease control, chemical and product safety, medical devices.

Tallinn, Paldiski str 81
+372 794 3500
kesk@terviseamet.ee
terviseamet.ee/en

Maksu- ja Tolliamet

Estonian Tax and Customs Board

Tax rates and forms, international taxation, customs, registration of business and employment.

Tallinn, Lõõtsa str 8a
+372 880 0811
emta@emta.ee
emta.ee/eng

Töötukassa

Estonian Unemployment Insurance Fund

Unemployment insurance and temporary subsidies, identification of work capability for working age adults, career advice and search programmes for everyone.

Tallinn, Lasnamäe str 2
+372 6696513
info@tootukassa.ee
tootukassa.ee/eng

Sotsiaalkindustusamet

Social Insurance Board

State assigned pensions, aids, and benefits, identification of severity of disability and permanent incapacity for work for children and pensioners (retired), victim support and conciliation service.

Tallinn, Endla str 8
+372 612 1360
info@sotsiaalkindlustusamet.ee
sotsiaalkindlustusamet.ee/en

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Introduction to Estonian Healthcare System

As a general rule, the first contact with the medical system should be your family doctor (general practitioner) who provides primary care.

Please note that being able to speak English or Russian is not a requirement for doctors to practice in Estonia, so you should not assume that a family doctor and/or other medical staff are able to communicate with you in languages other than Estonian. However, it is possible if the doctor and patient mutually agree to it. You can also visit clinics and doctors with an interpreter or a support person. Most private practices have service available in other languages.

Estonian medical care is divided into three levels:

- 1 primary care
- 2 specialised medical care
- 3 nursing care

As a general rule, the first contact with the medical system should be your family doctor (general practitioner) who provides primary care. Family doctors together with family nurses provide first-hand consultations, necessary examinations and treatments. If needed, a family doctor provides a referral to the next level of care.

Family doctors together with other members of the primary care team can offer health services and counselling to all residents regardless of their age, health condition, or occupation. For example, family doctors together with other members of the primary care team can monitor the child's development progress, provide guidance to persons living with chronic conditions, perform minor surgical procedures, administer vaccinations, bind wounds, remove stitches, make home visits, give advice on care of injuries and intoxications, open sick leaves,

provide addiction counselling, and they can issue medical certificates for working in specific vocations (e.g. food handling and teachers) and driver's licenses.

Independent appointments with a family nurse also are possible to receive advice and guidance in promoting and maintaining health and preventing diseases. The family nurse provides assistance in the event of illness and organises medical records.

Family doctors have patient directories (lists) and designated service areas, such as towns, city districts, local municipalities, or streets. The maximum amount of the list of the family doctor is 2,000 people (or 2,400 if working together with an assistant doctor).

Adults and children relocating to Estonia from other countries are not automatically assigned to a family doctor's list and have to submit a signed application to a chosen family doctor. New-borns are automatically registered with their mother's family doctor if available.

Family doctors can, but are not required by law, to accept new patients if their list is full or if the applicant is not registered resident in the doctor's service area. Applications have to be reviewed and the applicant informed within 7 work days.

More information about finding and applying to a local family doctor and related application forms can be found on the website of Estonian Health Board (EHB): <https://bit.ly/2C4LO5S> (shortened URL) or by contacting EHB directly at kesk@terviseamet.ee or 794 3500.

Specialised Medical & Nursing Care

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No referral is needed to turn to: dentist, ophthalmologist; dermatologist or venereologist; gynaecologist; psychiatrist.

A person needs specialised care if the family doctor determines that their health concern requires the involvement of a more specialised doctor.

No referral is needed to turn to: dentist, ophthalmologist; dermatologist or venereologist; gynaecologist; psychiatrist.

The person insured by Estonian Health Insurance Fund (EHIF) has the right to choose the specialist that is suitable to them and an appointment time in any health care institution which is under contract with the EHIF. The fund's contract partners serve all insured individuals regardless of their place of residence, and the list of contract partners can be found at <https://www.haigekassa.ee/inimesele/arsti-ja-oendusabi/haigekassa-lepingupartnerid/eriarstiabi>

Those in need of specialised care are placed on a waiting list according to the seriousness of their condition. If a person has a very serious illness, the family doctor and the specialist doctor can work together to adjust the waiting list so that care can be given more quickly. Others whose health concern is less critical will receive care in an appropriate timeframe so that their condition does not worsen.

Specialised healthcare is divided into three:

1 Ambulatory care

Ambulatory care means a doctor visit, in the course of which a person is examined, procedures are done (blood test, EKG, etc.), and if needed, further treatment is determined. The patient will not remain in the hospital.

2 Day care

Day care is a healthcare service for patients in need of assessment or treatment in a hospital bed during the day; the patient will not stay overnight.

3 Stationary care

Stationary care is given at a hospital and the patient must stay overnight or even longer.

When visiting a specialist, treatment facilities have the right to charge a patient up to 5 euros for a visit fee.

There is no in-patient fee:

- for children below the age of 2,
- in cases related to pregnancy and childbirth,
- in the case of intensive care.
- if the patient is to be referred to another doctor at the same facility.

During a hospital stay, a patient may be charged €2.50 per day for their room, up to a maximum of €25 per hospital stay.

The purpose of nursing care is to maintain and, where possible, improve the state of health and ability to cope of patients, to provide treatment and support to patients in a stable condition and, if necessary, to alleviate their ailments. Nursing care also helps people prepare for going to a care institution or home. Nursing care is provided both in inpatient (hospital or care institution) and outpatient (home nursing, home supportive care for cancer patients) environment, depending on the patient's need. A doctor decides whether a patient needs nursing care and provides a patient with a referral for the service.

E-health & Prescriptions

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All health care providers are required to transmit the health information of their patients to the digital health information system. All of the most important medical data describing your health is gathered there.



Using an ID-card or mobile ID, you can log in to the governmental gateway portal www.eesti.ee or health-specific website www.digilugu.ee and see the registered health information of your own and your children (under the age of 18).



For example, you can:

- view your own health information, i.e. medical documents compiled by doctors (i.e. case histories, analysis results, referrals);
- designate representatives for various functions;
- present declarations of will;
- check when your information has been viewed and by whom;
- view prescriptions and when they have been purchased;
- notify all medical institutions at once of changes to your contact information;
- set up reminders for appointments with doctors.

Estonian Health Insurance Fund (EHIF) processes the applications for new and generic medicinal products submitted by the manufacturers of medicinal products. The EHIF with Ministry of Social Affairs ensures that all necessary medicinal products are put on the list of medicinal products distributed at a discount in timely manner on quarterly basis.

Medications available in Estonian pharmacies are divided in two categories: over-the-counter and prescription medications. By default, everyone can buy over-the-counter medications in unlimited amounts similarly to any other consumer goods (e.g. cough medicine, painkillers, food additives, vitamins),

but a prescription from a doctor is required to buy prescription medications (e.g. antibiotics, tranquilizers, beta-blockers).

EHIF reimburses to a certain extent for prescription medicines, the effectiveness of which has been previously thoroughly assessed and therefore, they have been included in the list of reimbursed pharmaceuticals. These pharmaceuticals are available at a 50, 75, 90 or 100% discount. The highest discount rates are available for principal pharmaceuticals needed for treating serious and chronic diseases, or for certain groups of the population (old-age and incapacity pensioners). The buyer has to pay a prescription fee of 2.5 euros for each prescription medicine.

In Estonia, prescriptions are usually issued digitally – the prescription is not printed out and is sent from the issuing doctor directly to the prescription centre.

In Estonia, prescriptions are usually issued digitally – the prescription is not printed out and is sent from the issuing doctor directly to the prescription centre. Prescriptions can still be issued on paper, but usually in separate cases, e.g. when the patient is planning to spend time outside of the country and wishes to buy prescription medication there. Digital prescriptions cannot currently (in 2020) be used to buy prescription medication outside of Estonia.

PS! The person purchasing prescription medication must have an identity document with him or her in the pharmacy. The document must have a picture and identity number. You can use, for instance, an ID card, driver's licence, or passport.

More information on reimbursement and availability of pharmaceuticals can be found at the website of EHIF:

<https://www.haigekassa.ee/en/people/pharmaceuticals>.

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Health Insurance in Estonia

Funding for the unified health insurance of Estonia comes from the insurance tax (social tax), which is paid on the income of workforce.

Estonia has unified national health insurance, which ensures quality medical care for every insured person. Thus, access to medical care does not depend on one's age, income, or place of residence. Funding for the unified health insurance of Estonia comes from the insurance tax (social tax), which is paid on the income of workforce. National health insurance coverage is supervised and medical expenses are paid by Haigekassa – Estonian Health Insurance Fund (EHIF). It should be noted that most adult patients covered by the national health insurance are still required to pay medical fees, such as in-patient fees, co-payments towards prescriptions, etc.

An insured person is a permanent resident of the Republic of Estonia or a person living in Estonia by virtue of a temporary residence permit or by the right of permanent residence, who pays the social tax for himself/herself or for whom the payer of social tax is required to pay social tax.

More information about who are eligible for health insurance and on which grounds is available here:

<https://www.haigekassa.ee/en/people/health-insurance>

People uninsured can either apply for a voluntary state insurance by EHIF or purchase insurance from a private provider, for example from:

INGES

www.inges.ee/en/

ERGO

www.ergo.ee/en/

SALVA

www.salva.ee/en/

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Estonian Health Insurance Coverage in the European Union

Persons insured by the Estonian Health Insurance Fund (EHIF) who are staying temporarily in another Member State can receive health care on equal terms to insured people living in such a country when a medical necessity occurs.

Medical necessity also includes pregnancy-related consultations and giving birth in another state for family reasons or under extraordinary conditions and services required for chronic illnesses, such as kidney dialysis, oxygen therapy, specialized care of asthma, echocardiography in chronic autoimmune diseases, chemotherapy-related illnesses).

Persons uninsured by EHIF and/or not covered by private travel insurance will still receive required treatment in an emergency situation, but will have to pay out-of-pocket for most of the treatment.

A patient should provide to a medical institution in another EU member state their European Health Insurance Card (EHIC) or a replacement certificate and an identity document. The right to receive health services on the basis of the EHIC applies only in medical institutions belonging to the public health care system (it does not include private clinics). Persons with a valid Estonian national health insurance coverage can apply for the EHIC card and related documents at Estonian Health Insurance Fund.

Nationals from non-EU countries cannot use their EHIC for medical treatment in Denmark, Iceland, Liechtenstein, Norway, and Switzerland. During a trip to the aforementioned countries, it is recommended to conclude a separate health insurance contract with a private insurance company.

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Planned Treatment in the EU & Applying for the Opinion of a Second Specialist

Planned treatment abroad (in the EU member states) is available, but you must first apply for prior authorisation from the EHIF to fund the healthcare service.

The patient should keep in mind that EHIF only reimburses the cost of health services for which the patient has health insurance coverage in Estonia. In other words, the compensation is not paid for health services for which the patient has to pay in Estonia (such as adult dental care) or which are not indicated for the patient based on his or her health status. In addition, the patient should take into account that the health insurance fund pays compensation according to the price list of health services of the health insurance fund instead of a foreign price list.

Estonian Health Insurance Act states that EHIF will assume the obligation to pay for the second opinion of a medical specialist once per treatment. Insurance fund will similarly assume obligation to pay for a second opinion in another EU state or a country outside of the European Union. To get a second opinion on treatment in Estonia, a patient has to submit an application and related health documents to another medical specialist working in the same field. Family doctors can also refer their patients to another specialist for a second opinion if needed.

More information can be found on the website of EHIF:

<https://haigekassa.ee/en/kontaktpunkt/healthcare-eu-and-elsewhere/>

Private Healthcare



The advantage of private healthcare lies in shorter waiting times. In private hospitals and clinics, you usually have to pay for the services yourself. If you have a private insurance, you should firstly check with your insurance provider if the insurance might cover some of the fees. To find a suitable private clinic, ask for recommendations from your friends and your family doctor or search online.

Some clinics with websites in English:

Fertilitas

fertilitas.ee

Qualitas

qvalitas.ee

Elite

elitekliinik.ee

Valvekliinik

valvekliinik.ee

Sinu Arst

sinuarst.ee

Confido*

confido.ee

Elva Hospital private clinic

Tartu – Vaksali str 17

tipparst.ee

ehaigla.ee

*Confido health consultation line 1500
(doctors and nurses available every day from 9 a.m. to 9 p.m., cost 2,50 €/min + provider fee)

Minudoc.ee offers online consultations in English, Estonian and Russian languages with various medical specialists – which can be a quick and easy option for simple medical advice. The service is appointment based, with the exact price stated for each appointment.

Viveo Health offers fast online access to medical care, family doctors and consultations in English, Estonian and Russian languages. The service is available for individuals as well as for companies as a benefit of their employees. The service is offered in monthly paid packages.

Child Health Development



A healthy infant is monitored by a family doctor and nurse during the first year of life prophylactically on a monthly basis. In these visits, children are also weighed and measured. In addition, the family nurse's job is to advise the parents on child nutrition, hygiene, care, prevention of accidents, and the like. A paediatrician visit is not intended for a healthy infant. If necessary, the family doctor will refer the child to a medical specialist, such as a neurologist or orthopaedist.

There is no health care provider in the kindergarten who could competently assess the state of health of the child. In practice, however, there may be situations where a parent wants to take their child who shows clear symptoms of a disease to kindergarten, while parents of other children want to protect their child from a possible risk of infection. It is important to keep in mind the well-being of both the child with symptoms and other children. If kindergarten staff have any doubts about the child's health, they can advise the parent to contact their family physician.

A 6–7 years old child must undergo a pre-school health examination by a family physician. The physician assesses the child's development and readiness for school. Among other things, visual and auditory acuity and speech development are checked. In case of abnormalities, the physician can refer the child for further examination, to a speech therapist or ophthalmologist. You should take your child to the health check-up well before the school starts, as early as in spring. Then, you will have enough time to solve any problems found, for example, by buying glasses. A project on the integration of children with diabetes into school life has started well; it helps to diagnose the disease before school and respective specialists provide necessary training and support to school staff.

When a child is admitted to school, the consent of the parent to provide school health care is requested. From 1 April 2020, the school nurse will perform health examinations for 1st, 3rd, 7th, and 11th grade students. Fifth and 9th grade students have to go to their family physician for a health check-up — it is the responsibility of parents to make these appointments!

More information and tips regarding monitoring the health of your child can be found at <https://bit.ly/3lb2ZEH>.



Dental Care

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Caring for teeth should start at a young age. You should clean your baby's mouth regularly even before the first teeth are cut. The first visit to the dentist could take place when the child cuts their first tooth or when the child is about one year old. You can get the first advice on oral health from a midwife or family nurse in your child's first year of life.

Home hygiene helps to prevent caries. You can start with constant monitoring already when the baby cuts their first teeth. It is recommended to start visiting a dentist regularly when the child is three years old. On the first visits, the parent should stay with the child for support. The most important thing is the positive experience a child gets from the first visits. Children who are already familiar with the dentist and have pleasant experiences will feel comfortable later. When a child is afraid of the dentist, it requires patience from everyone.

Estonian Health Insurance Fund (EHIF) pays for dental care for insured persons under the age of 19. After the child has reached the age of 19, free dental care is provided for one year only if the need for treatment arose during the last visit before the age of 19.

A parent has the right to choose a dentist for their child. However, always check that the chosen dentist has a contract with EHIF — contractual partners are listed on website of EHIF. If there is no contract, the parent must pay for the service in full and this money cannot be claimed from EHIF. EHIF pays only for the services listed in the EHIF list of health care services:

<https://www.haigekassa.ee/hambaravi-partnerid>.

In major cities, dentists can generally communicate in Russian or English, but it is always a good idea to check whether the doctor of your choice speaks a language that you can understand.

School nurses also work with dentists to refer children for preventive examinations at the age of 7, 9, and 12. If a child needs dental care, it must be provided with the family's knowledge and approval.

Pregnant women and mothers of children under one year of age receive dental benefits of up to 85 euros per year. The patient must pay at least 15% of the bill herself.

Dental care costs for all adults with health insurance can be reimbursed by up to 40 euros per year, but the recipient's own contribution is 50% of the expenditure.

Recipients of state issued pension, partially or completely disabled persons, and senior citizens over the age of 63 receive dental benefits of up to 85 euros per year. The patient must pay at least 15% of the bill himself or herself.

More information can be found at
<https://www.haigekassa.ee/en/people/dental-care>

Vaccination

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Science and technology have given us an efficient tool for protecting ourselves from many contagious diseases. Vaccines guarantee people's health both today and in the distant future. By vaccinating, you protect both yourself and everybody else from dangerous contagious diseases.

The vaccines available in Estonia can be divided into two. Some of these are part of the national immunisation schedule and are free of charge when administered at the time set out in the schedule. The rest are administered at the recommendation of a doctor or if the person themselves expresses their wish to get vaccinated; a fee is charged for vaccinations like this (e.g. tick-borne encephalitis vaccination).

If a child that arrives in Estonia has documents concerning vaccination in a foreign country, the previous vaccinations of the child are compared to the Estonian vaccination plan and the lacking vaccinations are performed or the vaccination series are completed. In addition to the planned immunisation of children and youths, adults need to be vaccinated as well, especially due to epidemiological indications.

Vaccination is voluntary in Estonia and a parent or legal guardian must make the vaccination decision on behalf of the child. The information necessary for making a decision can be obtained from a healthcare professional who provides vaccination services (for example, a family physician or a healthcare provider at school) and from the website www.vaktsineeri.ee/en.

Pregnancy & Childbirth

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If you have a question/concern about your pregnancy or about your baby's health, you can contact [Callmidwife.com](https://www.callmidwife.com) helpline **12252**. National midwife helpline works around 24/7 (on weekends and public holidays) and provides counselling in Estonian, English and Russian.

A pregnant woman living in Estonia and whose pregnancy has been identified by a doctor or a midwife at a public or private health care provider is entitled to national health insurance coverage after providing an application and document issued by a doctor or midwife verifying the pregnancy to EHIF. The national health coverage is valid after EHIF has processed the documents and the insurance cover will terminate three months after the estimated date of delivery as determined by a doctor or midwife. Further information can be found at the website of EHIF or by calling customer service at **+372 669 6630** or info@haigekassa.ee.

Monitoring of pregnancy

Women visit the gynaecologist at least twice during pregnancy (first trimester ultrasound screening + blood serum test (OSCAR test), anatomy ultrasound) — these tests are free of charge in public maternity hospitals and for insured women. In addition, maternity hospitals as well as most major private clinics (e.g. Qvalitas, Fertilitas, Medicum) offer additional paid counselling and examinations (image or video of the foetus with a 3D device, panorama non-invasive prenatal test, Niptify test, etc.). Thereafter, visits to the midwife or gynaecologist will usually take place once a month, at the end of the pregnancy, or more frequently if necessary. During pregnancy, you can also contact both the midwife and the clinic reception to register an appointment with a clinical psychologist or social worker.

Giving birth

For insured women, childbirth in a medical facility that is a contractual partner of the Estonian Health Insurance Fund is free of charge.

A midwife will support and assist you during childbirth. Generally, there is a midwife on duty present during childbirth. If you want to have the midwife who consulted you during your pregnancy present, you can choose to use the paid personal midwife service.

Please note! In Estonia, caesarean section is performed only if it is required for medical purposes. Caesarean section is not performed without immediate need and at the patient's request, as it may involve serious risks.

If you decide to give birth at home, you should contact a midwife with a valid certificate for assistance during childbirth, as they are experienced specialists, and by law, only a certified midwife can issue a child's birth certificate. You can use services of a doula, but in Estonia, doulas are not considered healthcare professionals and they cannot issue birth certificates. If you are unsure about your birth assistant's qualification, you can contact Estonian Health Board at **794 3500** or kesk@terviseamet.ee.

Some of the certified midwives for home birth assistance:

- OÜ Kodusünnitus, **+372 5454 2505**, ingrid@kodusynnitus.ee;
- Sünnitusabi OÜ, **+372 512 7827**, synnitusabi@gmail.com;
- Pingeprii OÜ, **+372 564 7732**, hali.viilukas@kliinikum.ee.

National health care funded maternity wards:

Tallinn

- 1 Pelgulinna Maternity Hospital
Sõle str 23
- 2 Maternity Hospital of the Central Hospital
Ravi str 18,

Tartu

- 3 Tartu University Hospital Women's Clinic
L. Puusepa str 8, building G2

Pärnu

- 4 Pärnu Hospital
Ristiku str 1

Ida-Virumaa

- 5 Narva Hospital
Haigla str 7
- 6 Ida-Viru Central Hospital
Tervise str 1, Kohtla-Järve

Võrumaa

- 7 South-Estonian Hospital
Meegomäe küla

Järvamaa

- 8 Järvamaa Hospital
Pärnu str 53, Paide

Viljandi

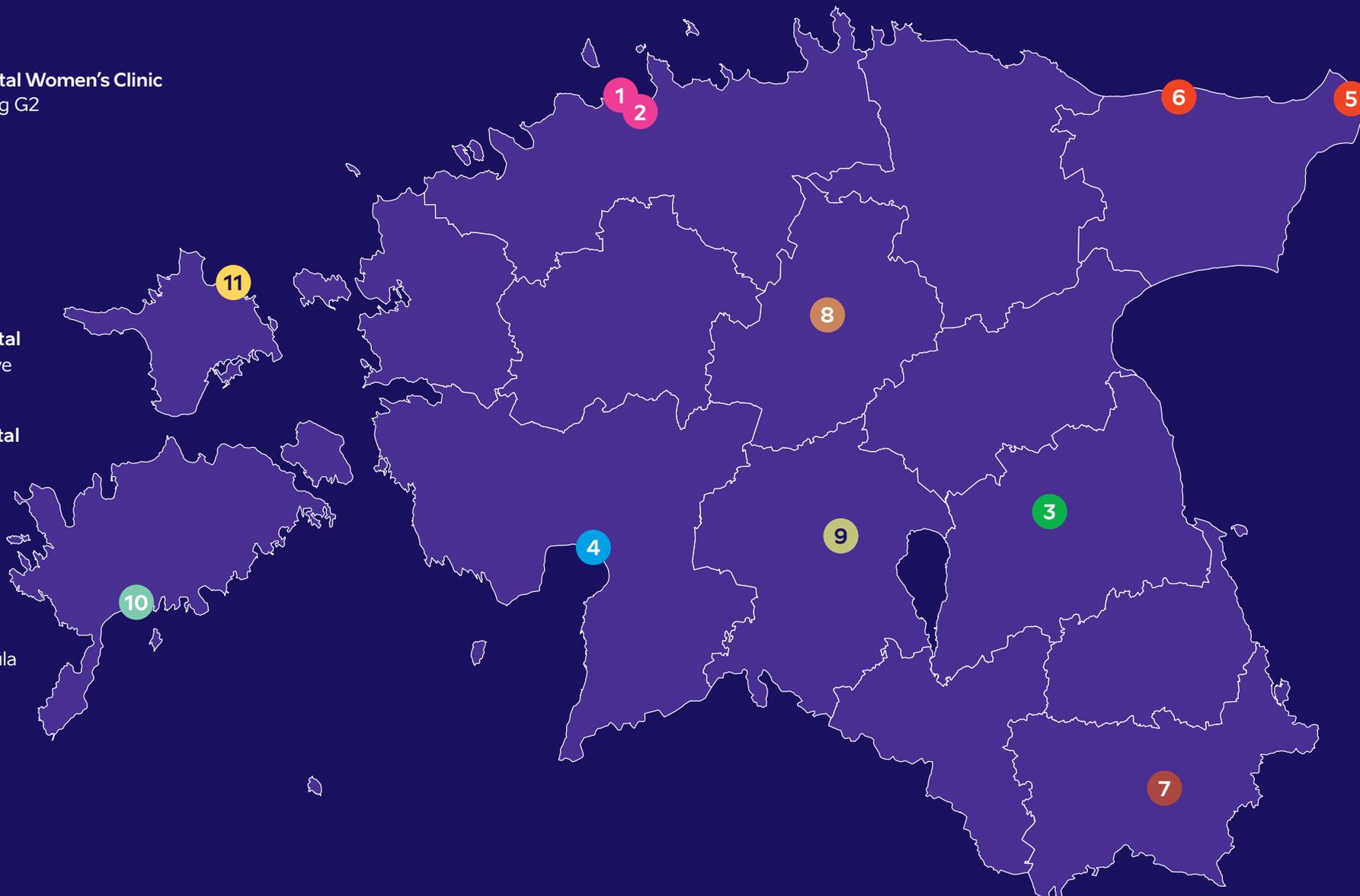
- 9 Viljandi Hospital
Pärna tee 3, Jämejala küla

Saaremaa

- 10 Kuressaare Hospital
Aia str 25, Kuressaare

Hiiumaa

- 11 Hiiumaa Hospital
Rahu str 2, Kärkla



Important steps



It is important to schedule your first visit before the 12th week of pregnancy!

PS!

Within one month from the day of the child's birth, the **birth must be registered** at the local government or by submitting an electronic application at rahvastikuregister.ee using an ID-card. You will be entitled to various benefits and allowances once the birth has been registered.

You will be entitled to various benefits and allowances once the birth has been registered.

More information about family benefits is available here: <https://bit.ly/3j7aV7T>

In addition to state benefits, some local governments provide additional benefits to their residents; for more information, please contact the social welfare institution of your local government.

All children have health insurance until they reach the age of 19. Newborns are automatically registered to the practice of their mother's family physician.

You will be entitled to various benefits and allowances once the birth has been registered.

Mental Health Concerns

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Emergency psychiatric care is free of charge.

The World Health Organisation describes mental health as a state of well-being in which every individual realises their own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to contribute to their community.

If a person feels that their symptoms related to mental health are starting to interfere with their life, it is wise to seek professional advice. Changes in circadian rhythm, diet, relationships, and coping at work or school may occur over time, but these signs are easier to notice than, for example, decreased happiness. It is also a good idea to listen to the thoughts and observations of people close to you. For example, if you have one or two symptoms of depression within a few days or weeks, there is no need to worry; however, if the symptoms persist for a month or longer, there is reason to seek help. If you have thoughts or plans of suicide, seek help immediately!

Whom to Contact?

Family physician

A family physician can prescribe medication and perform examinations for possible physical illnesses, which can also cause symptoms similar to a mental health disorder. This is particularly suitable if you have a good relationship with your family physician. A family physician can also refer you to psychotherapy through the Therapy Foundation.

Crisis aid and psychiatrist on duty

First aid within a few hours and quick hospitalisation if necessary. Keep in mind that, as a rule, one quick visit is not enough. Emergency psychiatric care is free of charge.

In major cities, emergency care is available 24 hours a day:

Psychiatric clinic emergency reception in Tallinn:

617 2650, Paldiski mnt 52

Psychiatric clinic emergency reception in Tartu

731 8764, Raja tn 31

Psychiatric department emergency reception in Pärnu

516 0379, Ristiku tn 1

Psychiatric clinic emergency reception in Viljandi:

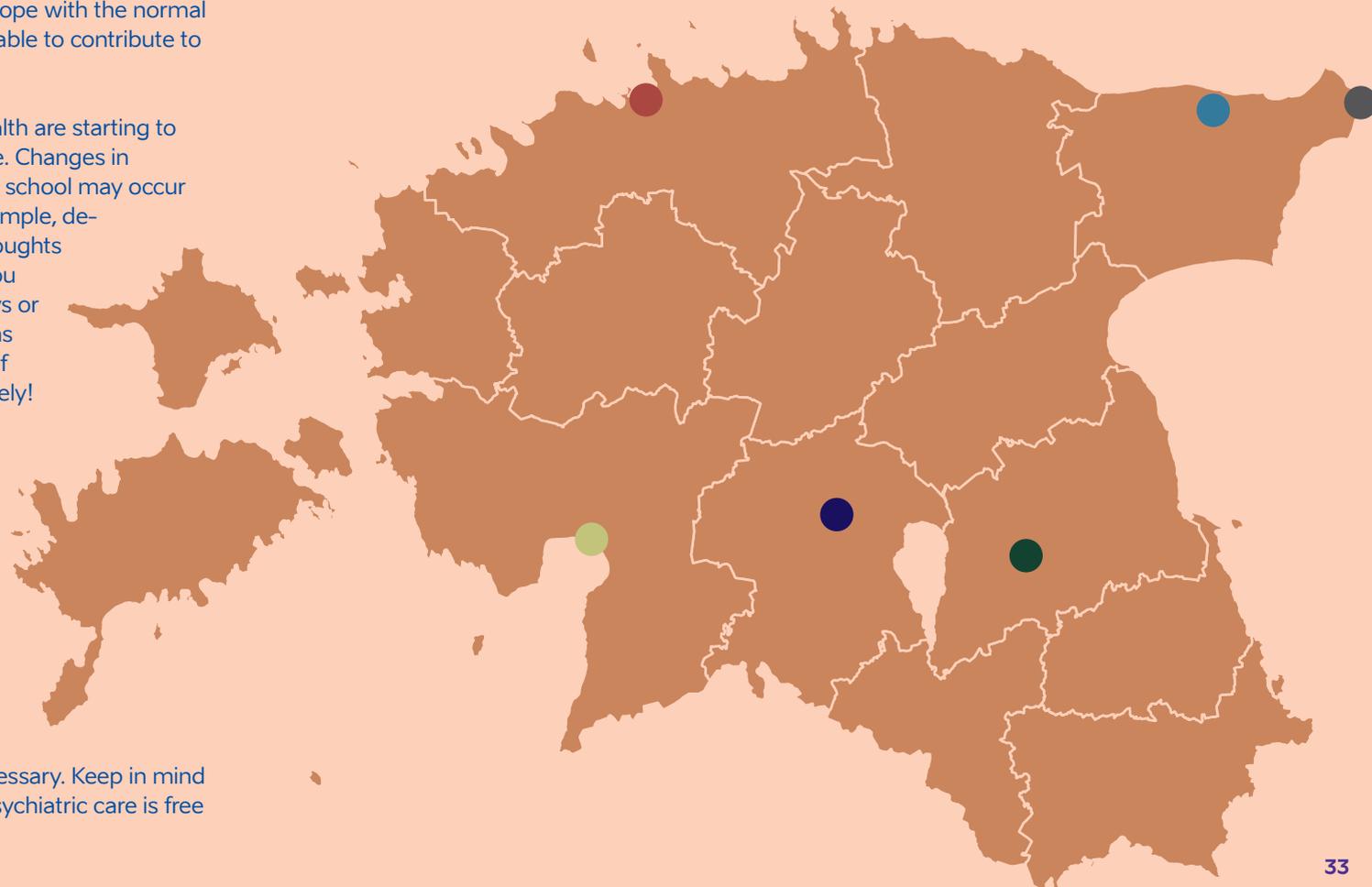
435 4255, Jämejala, Pargi tee 6

Emergency medical department in Narva:

357 1795, Haigla 1

Emergency medical department in Ahtme:

331 1074, Ahtme mnt 95



Psychiatrist's appointment at an outpatient clinic

You can make an appointment by simply calling the reception of an outpatient clinic; a referral is not required. A psychiatrist can evaluate the patient's state of health, give appropriate recommendations for treatment, prescribe prescription drugs, and refer patients to a psychotherapy. Please keep in mind that there may be long appointment wait times, as all medical specialists have waiting lists. You can call the receptions of different outpatient clinics to get the first available time, but the estimated wait time is about a month or two. A 5-euro visit fee applies to patients over 18 years of age with health insurance.

Clinical psychologist's appointment at an outpatient clinic

A referral from a psychiatrist is required. A clinical psychologist can evaluate the patient's state of health, give recommendations for treatment, refer patients to psychiatrist if necessary, but does not prescribe medication. A 5-euro visit fee applies to patients over 18 years of age with health insurance.

Appointment with a psychiatrist or clinical psychologist at a private clinic

The same treatment options as in outpatient clinics, but appointments are subject to a fee; a referral is not required. Private clinics and medical practitioners also have contracts with the Health Insurance Fund or the local government, which means that only part of the costs have to be paid for. The Unemployment Insurance Fund and Victim Support may also make a referral to a private clinic. Please contact the respective institutions for more information. The waiting lists in private practices are usually shorter than in outpatient clinics.

Ask for help

Call a helpline

- **Victim support crisis hotline 11 6006**
offers counselling and information on victim rights and support systems; the service is available 24 hours a day. In addition, you will be assured that the information you provide will reach the relevant professionals who can help you.
24/7, EST, EN, RU
- **Emotional support hotline 116 123**
all people, regardless of religion or world view, are welcome to call the hotline for support to overcome a mental crisis caused by disease, accident, or difficult life situations and to get a sense of security.
24/7, EST, EN, RU
- **Lifeline emotional support hotline**
(in Estonian **655 8088**, in Russian **655 5688**)
In the evenings, from 7 p.m. to 7 a.m.
- People who do not wish to or cannot make a call can alternatively receive help through an **online chat** at
<https://registratuur.peaasi.ee/kriisi>

Seek student counselling (for international students)

At the University of Tartu:

<https://ut.ee/en/studies/psychological-counselling>

At TalTech:

<https://taltech.ee/en/psychological-counselling>

At the University of Tallinn:

<https://tlu.ee/en/taxonomy/term/91/psychological-counselling>

