



## WHAT TO DO

# UPON A HEALTH PROBLEM

When you are a client under a health insurance with DZI you can use a set of services to help you find adequate consultation and help.

### ALL YOU NEED APON A HEALTH PROBLEM



#### ONLINE CONSULTATION VIA [HEALEE](#)

Contact a doctor without leaving your home or your office. Use the platform to make an online consultation or to search for a second medical opinion, based on results from examinations or lab tests, for example your regular health check-ups.



#### MAKING AN APPOINTMENT WITH A DOCTOR VIA [SUPERDOC.BG](#)

Find in a fast and easy manner the most suitable healthcare specialist, based on your concerns and schedule. If you make an appointment through the platform, you will receive a confirmation for that by DZI, without the need to contact the Healthcare Centre.



#### HEALTH-RELATED ADVICE OR GUIDANCE

If you need a health-related advice and assistance for making an appointment for an examination, please contact directly **the Healthcare Contact Centre of DZI** at the following telephone number **0700 11 555**.



#### LABORATORY TESTS

If you have been prescribed laboratory tests, these could be covered by DZI on a subscription principle, so that you will not need to pay for them. Ask at the registration desk of the healthcare establishment, where you have been examined, to find out whether you can make the tests there. In case the healthcare establishment does not have a laboratory of its own, please contact DZI at **0700 11 555**, for us to confirm your making the tests at a laboratory, selected by you, based on the terms and conditions of your contract.



#### PURCHASE OF DIOPTRIC GLASSES

If you have been prescribed to wear glasses, you can purchase dioptric glasses on a subscription principle. You can use this service in all **Joy, Sky and Grand Optics** optician centers throughout Bulgaria, as well as in **Fox and Vision optic** shops in Sofia.



#### MEDICAL EMERGENCIES

Upon a medical emergency we advise you not to wait for making an appointment and for a confirmation from DZI, but to go to the nearest emergency healthcare center. More information about the emergency units of healthcare establishments is available on the DZI website, in **How to Use My Insurance** with DZI section.