



Universidad
de Jaén



INFORMATIVE DOCUMENT FOR EMERGENCIES DURING INTERNATIONAL MOBILITIES

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A.- INCOMING MOBILITY

1.- HEALTH CARE IN SPAIN

a) European citizens

European citizens insured or covered by a state social security system in any Member State of the European Union, Iceland, Liechtenstein, Norway or Switzerland **must obtain the European Health Insurance Card** before travelling to Spain. This document entitles international students to receive health care under the same conditions as Spanish citizens.

> More information about the European Health Insurance Card can be found here:

<https://ec.europa.eu/social/main.jsp?catId=559&langId=es>

<https://ec.europa.eu/social/main.jsp?catId=653&langId=es>

This European Health Insurance Card will be necessary to register at the public health centre closest to the student's accommodation in Jaén. It is recommended to register at a health centre as soon as possible after arrival in Jaén/Linares. In this link you can find the location of the public health centres in Andalusia:

https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/el-sas/servicios-y-centros/informacion-por-centros?term_node_tid_depth_1=11267&title=&term_node_tid_depth=648

b) Non-European citizens

Before arriving in Jaén/Linares, students of non-European nationality must take out private medical insurance to cover them from the date of arrival in Spain until their departure. This will provide the holder with medical cover during their stay in Spain.

IMPORTANT: Non-European students should check with the insurance company before their arrival the conditions and procedures to be followed in Jaén/Linares in order to receive medical care.

***Exception:** UK students must bring a valid UK European Health Insurance Card or the new Global Health Insurance Card (GHIC) and no additional health insurance will be required. More information can be found at this link:



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<https://services.nhsbsa.nhs.uk/cra/start?sessionExpired=true>

If you wish to take out additional insurance, we recommend the following insurance companies that offer special conditions for incoming mobility students:

- **Oncampus:** <http://oncampus.es>

c) What do I do if I am ill?

Request a medical appointment at the Health Centre closest to your home (where you must register beforehand).

Check the list of [Health Centres](#).

Once you have registered at a centre and have been assigned a family doctor, you can make an appointment:

- At the following link:

>><https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/clicsalud/>

- Or by calling the following **telephone number: 955 54 50 50 60**

You will be attended free of charge, if you present:

- European Health Insurance Card (EU + Switzerland, Norway, Iceland and Liechtenstein).
- Documentation from your health insurance (check with your insurance beforehand to find out where to go and how to proceed).

If you come from a country with which Spain has bilateral agreements and you have not taken out health insurance before, go to the Health Centre nearest to your home in Jaén/Linares where you will be told the procedures to follow in order to have a family doctor.

ALWAYS present proof of your identity (passport or identity card). If you have private insurance, check with your insurance company to find out which doctors and hospitals you should visit.

Do not wait until you are ill to find out about the necessary steps to take to make use of your insurance.

d) Urgent care

It is necessary in cases such as fever, pain, vomiting... in which medical assistance is needed as soon as possible, but no one's life is in danger.



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In Andalusia, emergency services are provided both in hospitals and health centres. If you need urgent care you can go to those health centres that have an emergency care unit during normal opening hours, outside normal opening hours, or you can also go to the emergency services of the hospital centres.

Urgent care centres in Jaén:

- Centro de Salud Bulevar: C. de Cataluña, s/n.
- Complejo Neurotraumatológico de Jaén. Avda. Ejército Español, 10 Jaén.

Urgent care centres in Linares:

- Centro de salud Linares A Virgen de Linarejos. Avda. San Sebastián, s/n 23700 Linares.
- Hospital San Agustín de Linares, Av. San Cristóbal, 2D, 23700 Linares, Jaén

Provincial emergency telephone numbers

The provincial emergency numbers facilitate access to the resources of the Andalusian Public Health System. **Jaén: 953 366 144**

e) Emergencies

Emergencies pose a risk to a person's life, for example, loss of consciousness, heart attack or cardiac arrest, heavy blood loss, among others. In these cases, it is necessary to **call 061** or go immediately to a nearby emergency service.

Emergencies of any kind: call 112

Health emergencies: call 061

f) I need medicaments, where can I buy them?

In Spain, medicines are only dispensed in pharmacies. They are marked with a green cross, which is often conspicuous because it is displayed on illuminated signs.

Generally, the user has to present a prescription that corresponds to the prescription issued by the doctor responsible for the health care. The opening hours of the pharmacies are the same as the business hours.

On weekends, there are certain pharmacies on duty (you will find a list on the door of the pharmacy you usually visit, showing the addresses of the pharmacies on duty that weekend). Recently, it has become possible to find several pharmacies that remain open for 12 and even 24 hours.

24-Hour Pharmacy Jaén

Avda. de Andalucía, 32, 23006 Jaén

Hours: Open 24 hours

Phone: 953 25 06 52

Las Américas Pharmacy (Linares 24 hours)

Calle de Fernando 'El Católico', 9, 23700 Linares, Jaén

Phone: 953 69 51 04

When requesting a medication, pharmacies have available not only well-known brands but also generic medications, which are generally much more affordable than brand-name products and contain the same active ingredients. Homeopathic products are also distributed in pharmacies.

2. WHAT TO DO IN CASE OF AN ACCIDENT ON CAMPUS?

You must act in accordance with the following Protocol established by the University of Jaén (UJA). ([See Protocol](#))

3.- WHERE TO CALL IN CASE OF AN EMERGENCY.

In the event of an emergency situation (accident, theft, etc.), you can use the following telephone numbers.

Emergencies: 112

National Police: 091

Civil Guard: 062

Local Police: 092

4.- I NEED HELP FROM THE UNIVERSITY OF JAEN

After using the above-mentioned means, if you need help or assistance from the University of Jaén, contact us through the following 24-hour helpline numbers:

24-Hour Helpline for Mobility Students Emergencies Only (academic period)	953 21 42 42
24-Hour Helpline for Campus Security Jaén	953 21 25 00
24-Hour Helpline for Campus Security Linares	Building A: 953 64 85 66 Building B: 953 64 85 67

5.- SUMMARY OF EMERGENCY TELEPHONE NUMBERS



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LIST OF TELEPHONE NUMBERS IN CASE OF EMERGENCY	
Emergency of Any Kind	112
Health Emergency	061
Urgent Health Care (non-life threatening).	953 36 61 44
Make a Medical Appointment	955 54 50 60
24-Hour Helpline for Mobility Students Emergencies Only (academic period)	953 21 42 42
24-Hour Helpline for Campus Security Jaén	953 21 25 00
24-Hour Helpline for Campus Security Linares	Building A: 953 64 85 66 Building B: 953 64 85 67

B.- OUTGOING MOBILITY

1.- TRAVEL RECOMMENDATIONS FOR EACH COUNTRY

It is important to consult the website of the Ministry of Foreign Affairs to see the travel recommendations for each country: ([See recommendations by country](#)).

2.- ACTION IN CASE OF EMERGENCY

a) Always have the contact details of the Consulate at hand. It is a good idea to write down your Consulate's emergency telephone number on your mobile phone. This number operates 24 hours a day, every day of the year, and can be found in the Travel Recommendations section for each country, on the country-specific page, and on the Consulate's website ([see link](#)). This phone line is for emergencies only, so use it wisely. (For more information, visit www.maec.es).

For other queries, please send an email or call the Consulate's general telephone number or visit the Consulate during its opening hours.

b) Other telephone numbers you can contact:

Consular Emergency Unit. This unit deals with emergencies and queries during office hours:

- (+34) 913 948 900.

Ministry with jurisdiction in the matter. Outside of office hours and only in cases of serious emergencies:



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- (+34) 913 799 700.

c) Additionally, you must inform the University of Jaén through the 24-hour helpline.

3.- ACTION IN CASE OF OTHER RISK SITUATIONS

In the event of any of the following circumstances occurring during your stay abroad:

- a) Serious hospitalisation or death
- b) Detention, theft, and other risky situations

You must inform the University of Jaén through the 24-hour helpline.

4.- SUMMARY OF TELEPHONE NUMBERS IN CASE OF EMERGENCY

EMERGENCIES ABROAD	
Consular Emergency Unit	Attends to emergencies and queries during office hours (+34) 913 948 900
Ministry	Outside working hours, and always in the case of a serious emergency, the Ministry can be contacted on the following telephone number (+34) 913 799 700.
Consular Emergency Telephone Numbers.	<u>See telephones:</u>
24-Hour Helpline for Mobility Students Emergencies Only	953 21 42 42