

HEALTH INSURANCE

The Kuwait Cultural Office in Dublin provides health insurance to each student studying in Ireland on behalf of the scholarship sponsors. As the saying goes: 'Your health is your wealth', and so the Kuwait Cultural Office pays great attention to students' health. We have therefore called upon Ireland's largest health insurer, *Vhi Healthcare*, to ensure the safeguarding of all our students' health while they are studying in Ireland. Vhi Healthcare guarantees a very high level of health care for all students.

Through your healthcare plan with Vhi Healthcare, you will be fully covered for an extensive and varied range of healthcare and dental needs. When you arrive in Ireland for the first time you will be registered with Vhi Healthcare who will then contact you with full details of your healthcare package.

It would be a very good idea to download the Vhi Healthcare Member App onto a smart phone and/or tablet. Simply download the app by searching for Vhi Healthcare on the iTunes App Store or Google Play.

This would mean that you would always have your Vhi membership details to hand.

WHAT TO DO IF YOU ARE ILL

For minor illnesses you will need to go to a General Practitioner (GP), a doctor who provides healthcare to the patient in his/her surgery or in the patient's home. You will find a list of GPs near where you live by simply googling 'doctors near me'. Your GP is usually the first place you go for all illnesses except for accidents and emergencies. If you feel the need to see a consultant, you will still need to go to a GP for a letter of referral. You will need to make an appointment before you visit your GP, so it is always a good idea to have a list of GPs that are near to where you live so that you can contact them if you are ill.

Hospitals are for accidents and emergencies, or if you have been referred there by a doctor or a consultant for a certain procedure. You do not go to the hospital for a minor illness.

Please note that in Ireland we pay the GP / consultant etc on the day of our visit. Always get a receipt of payment as you will need that when making a claim to reimburse your money through Vhi Healthcare.

MAKING A CLAIM THROUGH VHI HEALTHCARE

There are a number of ways to make a claim through Vhi Healthcare. Please note that when making claims you will need your membership number and a copy of the receipt of payment.

The easiest way to make a claim is through the 'Snap and Send' function on the Vhi Healthcare Member App. You can then make a claim the same day as your visit to the doctor / consultant etc. The refund will then be paid into your Irish bank account within a few days.

If you have had to visit a hospital, Vhi Healthcare will usually pay the hospital directly. You will need to complete a hospital claims form when you are being admitted to hospital. The hospital will provide you with this. You will need to have your membership number with you, which you can find on your digital membership card on the Vhi Healthcare Member App.

More information on making claims can be found at the following link:

<https://www1.vhi.ie/claims#how-to-claim>

DENTAL COVER

If you need to visit a dentist, first make sure that your dentist is participating with Vhi Healthcare. You can find this information at the following:

<https://www.vhi.ie/dental-network>

VHI HEALTHCARE – ONLINE DOCTOR

Vhi Online Doctor offers online GP consultations seven days a week, a home prescription service, and unlimited access to GPs, nurses and physiotherapists. This means you can access your doctor from the comfort of your own home. This service can be accessed through the Vhi Healthcare Member App. More information on this service can be found at the following link:

<https://www1.vhi.ie/healthcare-services/vhi-app>

VHI 360 HEALTH CENTRES

There are four Vhi 360 Health Centres in Ireland. Two clinics are located in Dublin (Carrickmines and Swords), one is located in Cork and the other in Limerick. These clinics are for Vhi Healthcare members only and treat minor illnesses and injuries. They are open 365 days a year from 8am to 9pm. More information can be found at the following link:

<https://www1.vhi.ie/healthcare-services/urgent-care>

VHI HEALTHCARE CONTACT DETAILS

Once you have been registered with Vhi Healthcare you will find a dedicated team especially for Kuwaiti students at your fingertips. You can call or email them with any queries you might have regarding your healthcare plan and making claims.

Email: kuwaitservice@vhi.ie

Telephone: 056 775 3053