
Health & Safety

Denmark is one of the world's safest countries. Our crime rates are low – plus we offer a comprehensive public healthcare system



Guide

Health & Safety

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STUDY IN DENMARK

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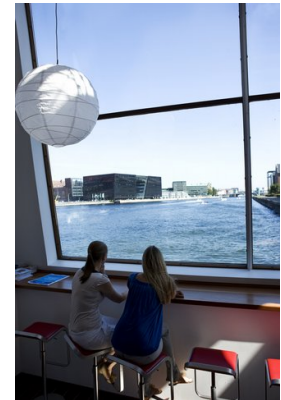
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Health & Safety

Below you can read more about healthcare, safety, emergency services, insurance issues and how to deal with culture shock.

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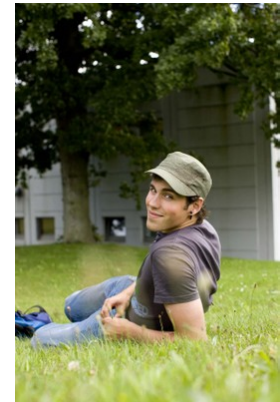
Healthcare

As an international student and resident in Denmark you will benefit from our quality healthcare system, which offers equal and universal access for all Danish residents

The Danish healthcare system offers equal and universal access for all residents. So when in need of medical treatment while studying in Denmark you will receive quality care.

As a resident in Denmark, you will enjoy access to free medical examinations and treatments with some exceptions, such as dental care and physiotherapy. To become a resident you must obtain a **residence permit** (for non-EU/EAA citizens) and must register with the **Civil Registration System** (CPR - see below).

What happens if I get sick away from home?



In accordance with the Danish Health Act, non-residents are entitled to emergency hospital care free of charge *in the event of an accident, childbirth, acute illness or sudden aggravation of a chronic disease*. All other healthcare services must be paid for by you or your insurance. If you intend to stay in Denmark for *more* than 3 months you should register with the Civil Registration System as soon as possible (see below).

Please note: The Danish public healthcare system does not cover transportation to your home country in the event of illness.

Students from EU/EEA or Switzerland

If you are an EU/EEA citizen or a Swiss national and you plan to stay in Denmark *for less than 3 months* and provided you are covered by a statutory health insurance service in another EU country then you can use your **European Health Insurance Card** (<http://ec.europa.eu/social/main.jsp?catId=559>) (EHIC) to access any healthcare service that becomes medically necessary during your stay in Denmark. You will enjoy the same healthcare services offered to residents in Denmark and the charge for these services will be forwarded to the statutory health insurance service that issued the EHIC.

If you are an EU/EEA citizen or a Swiss national and plan to stay in Denmark for *more than 3 months* and provided you are covered by the statutory health insurance service in your home country then you enjoy full access to the Danish national healthcare system once you have registered with the Civil Registration System (see below). To register you must present an E106 form, a S1 Portable Document, or a valid EHIC card issued by your statutory health insurance.



Please note: Students from the Nordic countries need not show any of these documents and students from the UK need only show their UK passport.

Health insurance through the Civil Registration System

When registering with the **Civil Registration System** you must choose whether you want to be insured in Group 1 or Group 2. If you choose Group 1 you will be asked to choose a GP (general practitioner) who will refer you to a specialist when necessary. Care offered by GPs and specialists is free of charge for those in Group 1. If you choose to be insured in Group 2 you will not be assigned a specific GP but will enjoy access to any GP or specialist on request. However, only a part of the costs for treatment in Group 2 is reimbursed. Roughly 98% of Danish residents are insured in Group 1.

Upon registering with the Civil Registration System, you will receive a national health insurance card ('sundhedskort'). It must be presented at all visits to doctors, hospitals and at pharmacists when collecting prescription drugs. The card is your proof that you are entitled to all public healthcare services in Denmark. The card states your name, address and your Civil Personal Registration (CPR) number as well as the name and address of your doctor. It also provides healthcare coverage for up to one month on holiday trips within the EU/EEA and Switzerland.

Emergencies

If you need non-emergency medical treatment during weekends, public holidays or after 4 pm on weekdays, you must contact the local doctor-on-call service. The number can be found in your local telephone directory or on the website of your local municipality. You can also visit: www.sundhed.dk (<https://www.sundhed.dk/profil.aspx?id=11062.105>) or www.laevagten.dk (<http://www.laevagten.dk/frame.cfm/cms/sprog=1/grp=4/menu=1/>)

NOTE! In the event of an emergency, call the emergency services at 112

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Emergency

Denmark is a safe country. But should you need help or assistance here is some useful information

The Danish way of life is based on mutual trust and tolerance. Compared to many other economically advanced countries, crime rates in Denmark are low. But naturally you should still always be vigilant and take care of your valuables. The Danish police is approachable and helpful. Don't hesitate to contact them for assistance if you are in need.

Emergency services

In the event of an emergency, call the emergency services at 112 – for ambulance, police and fire services. When you dial the emergency call centre you will be asked for your name, address and the phone number from which you are calling. The call centre will then make sure that appropriate help is sent immediately

Emergency number in Denmark: 112

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Insurance

Danish educational institutions cannot be held liable in the event of theft or loss of property. Therefore, be sure to take out adequate insurance while studying in Denmark

We strongly recommend that you take out adequate insurance while studying in Denmark. The following insurance coverage is recommended:

- Third-party liability insurance ('ansvarsforsikring') – covering expenses if you have to pay compensation to another person
- Accident insurance ('ulykkesforsikring') – covering the financial consequences of an accident
- Home insurance ('indboforsikring') – for your personal belongings
- Car insurance ('bilforsikring') – If you bring a car with you, please make sure it is properly insured. If you decide to take out the insurance in Denmark, try contacting some of the larger insurance companies. Their websites are in English. Your host institution may be able to refer you to specific insurance companies.



Culture shock

Arriving in a new country can shake you up. This is called culture shock and is very common. Here are some tips on easing yourself into a new culture.

Arriving in a new country can shake you up. You can feel disoriented as you leave a familiar place and arrive somewhere quite different. The reaction may be both physical and psychological. This is called culture shock and is very common. It takes time to adapt to a new culture.

Although Denmark is a well-organised country and people here will be eager to make you feel comfortable, you will need some time to settle in. Like many of your fellow students then at one point in time you may ask yourself why you left home.

When this happens it is important for you to remember that you are going through a learning process. If you accept this brief period while you adapt to a new country and lifestyle as a learning experience you will ultimately return home with greater self-confidence and the ability to succeed in a multicultural environment.

So keep active, explore your social opportunities and try to **learn Danish**. If you keep an open mind, you will soon be drawn into the many activities on offer. Remember: you are not alone in experiencing these feelings. Talking about your feelings and worries is the best way of dealing with them.

Here are some tips on easing yourself into a new culture:

- Accept that you cannot know everything about your new country and language
- Keep an open mind
- Try to do things that you did at home
- Stay in touch with family and friends at home
- Talk to other students about how you feel
- Stay active
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