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Temporary protection – a right to medical services for the persons refugee from Ukraine



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Temporary protection - a right to medical services for the persons refugee from Ukraine

Refugees from Ukraine who benefit from temporary protection or are in the process of obtaining this (from here named ***beneficiaries of temporary protection***) have access to medical assistance in the medical-sanitary institutions of the Republic of Moldova, according to the normative acts elaborated by the Ministry of Health and the National Health Insurance Company (CNAM).



Emergency medical assistance pre-hospital

Emergency medical assistance pre-hospital is offered free of charge, 24/7, on the entire territory of the Republic of Moldova. The principal goal is the maintenance of vital parameters and, if necessary, the transport of the patient to a specialized medical institution. The beneficiaries of temporary protection have access to emergency medical assistance pre-hospital in conditions like those of the Republic of Moldova's citizens.

General principles

- Any request for emergency medical assistance must be solved.
- In critical cases, any medical worker must offer medical care until the patient is stabilised or transferred, regardless of speciality or institution.

Ways of requesting emergency medical assistance

1. Call to the service 112.

1. Direct addressing to:

- Emergency medical assistance teams (AMU) from the National Center of Emergency Medical Assistance Pre-hospital (CNAMUP).
- Stations or points of emergency medical assistance are placed in the territory for rapid interventions.
- Emergency reception units (UPU) or On-call Rooms (CG) from the hospitals.
- Any medical institution found in proximity.

The process of granting emergency medical assistance

- **Outside of medical institutions:** AMU intervenes at the place of the request to stabilise the patient, administer the treatment according to protocols, and, if necessary, transport the patient to a specialized unit.
- **Within medical institutions:** The personnel of UPU/ CG evaluate the patient, establish the diagnosis, offer emergency treatment, order hospitalization if the case requires it, recommend supervision measures and treatment in outpatient settings, or transfer the patient to a unit with specific competencies.

Primary medical assistance

Primary medical assistance is provided in the framework of the institutions of primary medical assistance, regardless of the juridical form of organization. The family doctor monitors the health state of the registered persons and coordinates their care in the medical system. The beneficiaries of temporary protection have access to primary medical services in conditions like those of the citizens of the Republic of Moldova.

Specialists and involved structures

- The family doctor, paediatrician, obstetrician-gynaecologist, and other specialists from primary medical assistance.
- Community centres of mental health and health centres friendly to youth.

Ways of access

- **Registration with the family doctor** is within the framework of the territorial medical-sanitary institution.
- **Prior scheduling** for consultations, except in emergency cases.

- **Direct addressing** – in case of acute conditions.
- **Request home services** for immobilized patients with severe conditions and children 0–5 years old.
- **Persons who require mental health, paediatrics, or support for other diseases** can access services directly by making an appointment with a specialist or through a family doctor.

Offered services

a) Preventive services

- Health promotion: counselling for a healthy lifestyle, fighting risk factors (smoking, alcohol, sedentarism).
- Health education and supervision of child development, according to approved standards.
- Vaccination according to the National Program of Immunizations.
- Family planning and care of pregnant women and postpartum women, according to approved standards.
- Annual medical check for early detection of diseases.
- Screening for early identification of some conditions.

b) Consultative and diagnostic services

- Medical consultation for diagnosis and treatment.
- Prescription of lab and instrumental investigations, according to Annex no. 4 to the Methodological Norms of the Unique Program of AOAM.
- Prescription of medical and rehabilitation treatment, including issuing prescriptions for compensated medicines/devices on prescription form no. 3/C.
- Monitoring of patients with chronic diseases.
- Referral of patients to specialists for consultation and additional investigations.
- Home visits for patients with reduced mobility or severe conditions.

c) Emergency services

- Medical assistance for medical-surgical emergencies.
- Request to the 112 Service for severe cases.
- Supervision and treatment in case of public health emergencies.

d) Support activities

- Issuing of sick leave certificates and other medical certificates.
- Record and completion of medical documentation.

Specialized outpatient medical assistance

Specialized outpatient medical assistance consists of all medical services offered by the specialist doctor of profile and the medium personnel engaged in realising the medical act at the outpatient level. It includes all activities, including specific medical procedures which belong to the specialist's competence. Beneficiaries of temporary protection have access to specialized outpatient medical assistance in conditions similar to those of the citizens of the Republic of Moldova.

Access and scheduling

- Scheduling to the consultation can be done:
 - Directly by the patient.
 - By recommendation of the family doctor.
 - By recommendation of another specialist doctor.
- Scheduling and consultation are done at the territorial or republican level according to established regulations.
- Consultation can also be provided at home if the family doctor justifies the necessity.

Offered services

a) Consultative and diagnostic services

- Medical consultation for diagnosis and treatment.
- Prescription of laboratory and instrumental investigations, according to Annex no. 4 to the Methodological Norms for applying the Unique Program of AOAM.
- Supervise patients with chronic diseases, according to Annex 2 to the Methodological Norms for applying the Unique Program of AOAM.

b) Treatment and specific interventions

- Prescription of medical and rehabilitation treatment with its monitoring.
- Execution of specific medical procedures for some specialities/services, according to Annex No. 3 to the Methodological Norms for applying the Unique Program of AOAM.

c) Emergency services

- Medical assistance for medical-surgical emergencies.
- Request to the 112 Service for severe cases.

d) Preventive services

- Health promotion: counselling for a healthy lifestyle, fighting risk factors (smoking, alcohol, sedentarism). Pre- and post-test counselling for infectious diseases (HIV, hepatitis, syphilis).
- Screening for early identification of some conditions.

Dental and medical assistance

Dental medical assistance includes dental services for prevention and treatment in emergencies. Depending on necessity, the services are offered with or without local/general anaesthesia. Beneficiaries of temporary protection have access to dental and medical assistance in conditions similar to those of the citizens of the Republic of Moldova.

Offered services

a) Prevention and prophylaxis

- Annual dental examination of children from kindergartens and schools.
- Prophylactic consultations are available for children up to 18 years old and pregnant women. They include tooth brushing, dental tartar removal, application of prophylactic remedies, and fissure sealing.
- Annual prophylactic consultations are offered to all persons.

b) Dental treatment

- Filling of crown defects caused by caries and treatment of its complications in children and pregnant women.
- Tooth extractions on medical indications.
- Interventions in dental emergencies.
- Treatment of acute infections of the oral cavity.

Access and providing institutions

- The services are offered in dental clinics and municipal and district centres contracted by CNAM.
- Patients are given access to paraclinical services, such as radio diagnostic investigations, if needed.

Hospital (inpatient) medical assistance

Hospital medical assistance for beneficiaries of temporary protection includes medical services provided in hospitals to patients with medical-surgical emergencies. The main goal is stabilising the health condition and treating patients in a medically supervised and controlled environment.

General principles

- Medical-surgical emergencies are ensured according to Annex 1 to the Methodological Norms for Applying the Unique Program of AOAM.
- Public providers of hospital medical assistance provide services.
- Patients diagnosed with Acute Coronary Syndrome/ Myocardial Infarction may also receive services from private providers contracted by CNAM for the special program “Interventional Cardiology.”
- Provided are services of diagnosis, treatment, and continuous care.

Ways of hospitalization

Emergency admission is done through the hospital's Emergency Reception Unit (UPU) or On-Call Room (CG).

- By direct request of the patient.
- By transport with the AMUP crew.
- Through inter-hospital transfer.

Process of granting medical assistance

- **Hospitalization conditions:** Patients benefit from comfort, privacy, and adequate hygienic care.
- **Informing the patient:** At admission, the attending doctor explains the treatment options and obtains the patient's consent.
- **Right to a companion:**
 - Parents/guardians can accompany hospitalized children under 9 years old.
 - Severely ill children may be accompanied up to age 18.
 - A personal assistant may accompany persons with special needs.
- **Hospitalization for diagnosis and treatment:** Complex evaluation of patients and administration of needed treatments for acute or worsening chronic illnesses.
- **Multidisciplinary support:** Teams of various specialists collaborate to provide an integrated and personalized treatment plan.
- **Provision with medicines and supplies.**
- **Surgical interventions:** Emergency surgeries performed in adequately equipped operating rooms.
- **Intensive therapy:** Care for critically ill patients requiring continuous monitoring and vital support.

Post-operative recovery

- Recovery programs aimed at restoring functions affected by surgical interventions.

Accommodation and nutrition

- Provision of suitable hospitalization conditions, including meals based on dietary needs.

Quality of care

- Medical services are provided according to national/ institutional clinical protocols and diagnostic and treatment standards, ensuring adequate and efficient care.

Confidentiality of information

- Patients' personal and medical data are protected and used only for medical purposes.

Continuity of care

- Ensuring smooth transition between levels of care—from hospitalization to outpatient or home care.

Discharge procedures

- The patient receives a medical summary including the following:
 - Established diagnosis
 - Procedures performed
 - Results of investigations
 - Recommendations for further treatment and recovery
- The documents must be presented to the family doctor or a specialist for continued medical supervision.



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