

Sziget Festival First Aid and Medical Guide

Dear Sztizen!

- **If you need any kind of medical attention, go to the Medical Center, if you can.**
Professionally trained doctors, paramedics and nurses will be there for you around the clock. They will also help you if you need assistance with your special medical needs (e.g. storing medicines that require refrigeration, self-administering insulin, purchasing medication for chronic conditions you had left at home).
- **Most cases will be dealt with on site at the Medical Center's ER station.** You may need to spend some time in the observation room while you receive treatment or medication. If you are prescribed further medication/treatment, you will be able to buy it at the pharmacy located next to the Medical Center, if it is available there.
- **If the medical team advises you to be taken to the hospital, we kindly ask you to accept this.** Such decisions are made when you need a more extensive examination, an intervention that cannot be carried out on site, but is essential for your recovery and to prevent any further damage to your health (e.g. in the case of a possible fracture, an x-ray is mandatory). In some cases, you may need to be taken to hospital quickly to prevent serious damage to your health.
- **On-site treatment and transport to hospital are free of charge.** The Hungarian National Ambulance Service (Országos Mentőszolgálat) is responsible for on-site medical care and transport.
- In most cases, you will be taken to the emergency department of one of the hospitals in Budapest. Hospitals listed here receive patients from Sziget:
 - Honvédkórház – Észak Pesti Centrumkórház
 - Budapesti Uzsoki utcai Kórház
 - Dr. Manninger Jenő Baleseti Központ
 - Szent János Kórház (Észak Budai Centrumkórház)
 - Budapesti Szent Margit Kórház
 - Szent Imre Kórház (Dél Budai Centrumkórház)
 - Semmelweis Egyetem Sürgősségi Betegellátó Osztály

- **Hospital treatments may be subject to extra costs.** Foreign visitors have the following options:
- **If you are in possession of the [European Health Insurance Card \(EHIC\)](#), all medical treatment and examinations are free of charge in the Hungarian public health institutions.**
 - The EHIC is available in all EU-Member States, Iceland, Liechtenstein, Norway, Switzerland and the United Kingdom. You can get it in the country where you have your health insurance.
 - We strongly recommend that you to obtain your EHIC before travelling to Hungary! If there is not enough time to obtain the card, you will be given a temporary form which entitles you to the same services while in Hungary.
 - Those in possession of an EHIC do not need any further health insurance, but additional travel insurance to cover repatriation costs is strongly recommended.
- **If you don't have an EHIC, or if you are a citizen of a country that is not eligible for the EHIC, you must pay the costs of treatment and examinations.** It is strongly recommended that you take out an insurance policy for your stay in Hungary that covers emergency and routine healthcare as well as repatriation.
 - In the case of illnesses requiring short and minor treatment, the costs must be paid either on the spot or in the form of an invoice sent to your address given. Your expenses will be reimbursed by your insurance company on receipt of the documentation of the care received and the accompanying invoice.
 - In the event of serious illness, foreseeable prolonged hospitalisation or a more expensive service, we advise you to contact your insurance company immediately. The insurance company can consult with the hospital and arrange funding or transportation home while you are still in the hospital.
- **If you are being taken to hospital, please inform your friends and make sure that your important belongings are safe.** The medical staff and healthcare volunteers will help with and ask you about this. They will also take care of these matters as far as possible if your condition does not allow you to communicate with your friends and family.
- **Doctors in the hospitals usually speak English.** If you do not speak English, they will find an interpreter for you. If necessary, the Medical Center's staff will help you to communicate with the hospital and the attending doctors.
- **The paramedics will usually take you to a hospital with an emergency department.** The priority is based on the severity of the injury and not on the time of arrival, so you may have to wait. The milder your case, the longer you will have to wait.
- **Should you refuse the doctor's advice to take you to the hospital, you must sign an official statement on this.** In this case, you will be solely responsible if your condition worsens. You cannot refuse medical treatment if you are under the influence of substances (drugs, alcohol, tranquilizers, sedatives).

- **If your problem can be treated in the hospital emergency department, you will be discharged on your own after your treatment.** You will be given a discharge summary including your medical report and treatment recommendations, which will also be discussed with you by your doctor.
- **If you have a more serious problem requiring inpatient treatment or surgery, you will be given a discharge summary as soon as your condition is satisfactory, and you will usually be discharged with an escort or family member.** In very serious or life-threatening situations, the Medical Center's staff will ensure that a close relative is informed about your condition and hospitalization.
- **If you have to pay for the cost of your treatment, it is advisable to pay small amounts directly to the hospital cashier.** If the cost of care is higher, or you are unable to pay on the spot, your details will be recorded and you will be asked to sign an acknowledgement of service, which includes a detailed list of the services received and the total amount due. The invoice will either be given to you on site or sent to you by post/email.
- **If you are charged for the healthcare, you can request information about the cost of any tests, procedures or medication before they are carried out.** You can discuss with the doctor whether they are necessary and understand the possible consequences of not having them. With this information, you can decide to forgo certain aspects of care at your own risk.
- **Once you have left the hospital, Sziget welcomes you back!** Remember that with the Sziget Citypass by Budapest Card you can use Budapest's public transport free of charge, and Sziget's official taxi partner, BOLT will take you directly to the entrance of Sziget.
- **We are also curious about how satisfied you are with our work, the quality of care, and the attitude of the medical staff.** You can express your opinion by filling out a questionnaire. The QR code placed in the waiting area of the Medical Center opens a form, which you can fill out anonymously at any time after the end of the care. Your honest opinion serves to improve the quality of care and the conditions. Thank you for taking a few minutes to do this!

Take care of yourself and those around you!

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