

# ONLINE BOOKING OF GP APPOINTMENTS

Effective from:  
June 19, 2023

## NEW SERVICE

If you are ill and need to see a General Practitioner – whether for a first or a follow-up appointment – **you can now book an appointment online to a GP at Semmelweis Egészségügyi Kft.**

If you need to see a GP for a reason which is not covered under your insurance (e.g. if you need a doctor's note, a prescription for contraceptive pills, vaccination, a medical examination for a driving licence), you can book an appointment online, but you will have to pay for the healthcare service in cash at the doctor's office.

**INSTEAD OF MAKING A PHONE CALL** click on the link below:  
<https://eoperation.europ-assistance.hu/health/sek/eng>

### Submit request

1. Fill in your personal details – make sure you enter your given name(s) and surname in the same way as they are written in your passport/Neptun.
2. Enter a phone number and email address where the healthcare administration staff can reach you if they have any questions.
3. If you need to book a first visit to the GP, choose GP Appointment; if you need to book a follow-up visit for a condition which has already been treated, choose GP Follow-up Appointment and make sure you bring your previous medical records to the follow-up visit. Indicate the nature of your complaint(s).
4. Please note that you can also request healthcare services which are not covered under your STUDIUM policy. In this case, however, you will have to pay the medical bill in cash – after the healthcare treatment – at your GP.
5. Indicate exactly when your symptoms first appeared.
6. Describe your symptoms in detail in the Note field.
7. By ticking (✓) the checkbox, you need to agree to the Data Processing Consent.

### Online medical appointment booking tool

1. Select the date/time range that suits you („Date Range”).
2. Click on the „Detailed search” option to select a GP. This is important when you need to go for a follow-up appointment, and you want to make sure you will see the same doctor who treated you before with the same condition.
3. By clicking „Search”, you will see the name of the GP, the address of the GP surgery and the closest available appointment. You can choose the time that suits you.
4. Click on „Book” to finalize your booking.
5. You will receive a confirmation e-mail of your booking with all the necessary information.

**Rate the online appointment booking tool.**

### PLEASE NOTE!

You can cancel your booked appointment by calling Generali Assistance +36 1 465 3784 no later than 24 hours before the booked appointment. You will receive an email confirming that the cancellation has been accepted. If you do not show up at the booked appointment or if you fail to cancel it 24 hours before the examination, you may be charged HUF 10 000.

**If you need to see a specialist, you should still call our Call Center.**

