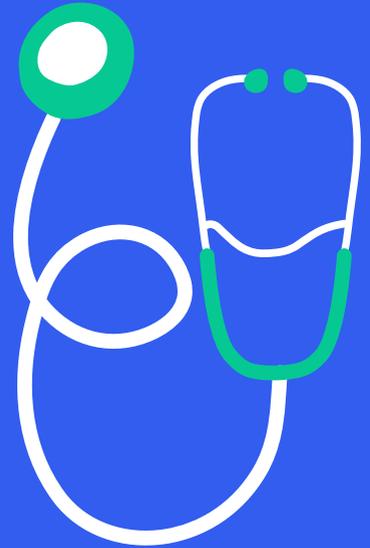


*In Italy, healthcare is a  
guaranteed right for  
everyone.*

# RIGHT TO HEALTH FOR IMMIGRANTS



If you don't feel well or need to see a doctor, you can receive medical care even without documents. No one can report you to the police. You will only need the STP code (Straniero Temporaneamente Presente – Foreigner Temporarily Present) which will be provided by the Local Health Authority (ASL) or public hospitals. With the STP code, you are entitled to receive urgent and essential care through the Regional Health Service. Ask your nearest ASL.



## PRIMARY MEDICAL CARE

If you already have a residence permit, you must register with the National Health Service by going to the ASL of the municipality where you live (as indicated on your residence permit). Bring your residence permit (or the receipt showing your application for issuance or renewal) and your tax code (either temporary or permanent).

When you register with the National Health Service, you will choose your general practitioner (GP) and/or a paediatrician for your children. They provide free services including: medical consultations, prescription for medicines (prescriptions), referrals for specialist visits and tests, hospital admission requests, and certificates for school and work.

You will receive a health insurance card. Remember to always bring it with you when visiting a doctor, pharmacy, or hospital.

If you feel unwell during the night or on public holidays, the out-of-hours service is available. You can call or go directly to the nearest clinic.

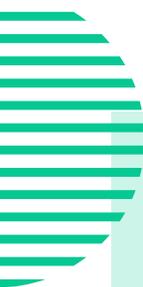
## SPECIALIST TESTS AND APPOINTMENTS

For specialist tests and appointments, a fee called a "ticket" may be required to help cover healthcare costs. Some people — such as those with chronic conditions like diabetes, high blood pressure, heart disease or cancer — do not have to pay the fee.

### **How to book appointments**

You can book specialist tests and appointments (as requested by your GP or paediatrician) in the following ways:

- At the CUP counters of ASL Bari;
  - By calling the freephone number 800 345477, available Monday to Friday from 8:00 to 18:30 and Saturday from 8:00 to 13:00;
  - Via the ASL website's online services;
- 

- 
- Using the Puglia Salute App, or from the website <https://www.sanita.puglia.it/servizi-online>
  - By email to [servizio.cup@asl.bari.it](mailto:servizio.cup@asl.bari.it), sending only the patient's tax code and the Electronic Prescription Number (NRE). It is helpful to include a phone number and any relevant medical information. Please note that requests received at the email address above will be handled exclusively by the facilities belonging to the ASL BARI;
  - At authorised pharmacies (the service has a fee of €2).

### **If you cannot attend your appointment**

You can cancel with at least 48 hours' notice (excluding Sundays and public holidays).

You will be given a reference number — keep it for at least six months to avoid penalties (as per DGR 2268/2010).

Making the slot available to others is a responsible act.

You can cancel your appointment by:

- By calling 080 5842998, available 24/7;
- Via the ASL website's online services;
- Using the Puglia Salute App, or from the website <https://www.sanita.puglia.it/servizi-online>
- At the CUP counters of ASL Bari;
- At authorised pharmacies (the service has a fee of €2).

## **PHARMACIES AND MEDICINES**

Medicines are prescribed by your doctor and can be purchased at a pharmacy. In every area, there is always at least one pharmacy open during the night and on public holidays. Each pharmacy displays, on its premises, the contact details of the on-duty pharmacy in the area. Some medicines are free of charge, while others require a co-payment (called a "ticket"). Others must be paid for in full.





## WHAT TO DO IN CASE OF AN EMERGENCY

In the event of an emergency or a life-threatening situation, call 112. You will need to tell the operator your full name, the reason for your call, and the exact address where the ambulance should pick you up. Alternatively, you can go directly to the Accident & Emergency (A&E) department of the nearest hospital. At A&E, you will be assigned a colour code — white, green, yellow, or red — based on the severity of your condition. A residence permit is not required to go to A&E.

## WOMEN'S AND CHILDREN'S HEALTH

If you are pregnant, you are entitled to receive medical care in Italy. You also have the right to the following services:

**Contraceptive methods** - In Italy, birth control pills are legal and can be prescribed free of charge by gynaecologists at consultori (family planning clinics). These can be collected at pharmacies.

**Termination of pregnancy** - In Italy, a woman can choose to terminate a pregnancy within 90 days from her last menstrual period. In cases where there is a serious risk to the health of the woman or baby, the procedure may be carried out — with medical certification — up to 150 days after the last menstrual period. Abortion services are free of charge and are only performed in public hospitals.

**Anonymous birth** - In Italy, if a woman is unable to care for her baby, she can still receive medical assistance during childbirth and choose not to be identified as the mother.

Contact a family planning clinic (consultorio) in your area. Services are free of charge, and no medical prescription is required.

Your child's health is important, and vaccinations are the most effective way to prevent infectious diseases and related complications. In Italy, some vaccines are mandatory (against diphtheria, tetanus, polio, and hepatitis B), while others are recommended. Speak to a paediatrician for advice and information. Vaccinations are provided by your Local Health Authority (ASL) and are available to all children, even if they do not have a residence permit.



# VIOLENCE AGAINST WOMEN

Violence against women is a violation of human rights and a form of discrimination . It includes any act that causes physical, sexual, psychological, or economic harm. You have experienced violence if you have been:

- Threatened, insulted, or beaten
- Stalked, monitored, or followed
- Raped or forced into prostitution
- Harassed at work
- Forced to have an abortion or give up your child
- Forced to beg on the street or work without pay
- Brought to Italy through deceit or by force
- Forced to undergo genital mutilation or have it carried out on your daughter

If you have suffered violence, contact the NATIONAL ANTI-VIOLENCE HELPLINE 1522, or one of the Anti-Violence Centres in your area.

You can find local Anti-Violence Centre locations at the following links:

[LINK](#)

- If you are already in Italy, you can apply for a residence permit:
- If you have been persecuted or are at risk of persecution, or have suffered serious violence in your country of origin, you may qualify for international protection;
- If you have experienced violence, abuse, labour exploitation, forced prostitution, or domestic crimes, or if you have contacted an Anti-Violence Centre or the Police, you may be entitled to a residence permit for protection under Article 18-bis of Legislative Decree 286/98;
- If you are involved in judicial proceedings — whether to defend your rights, because you are accused of a crime, or because you are the victim of one — you may qualify for a residence permit for judicial reasons

# MENTAL HEALTH

It is normal to sometimes feel very sad, lonely, confused, or exhausted. This happens to many people, especially when living far from home or in a new country. If you feel this way, remember: you are not alone. You can contact the free services of the Mental Health Department of your local ASL (Mental Health Centre, Psychiatric Diagnosis and Care Service, Family Planning Clinics (Consultori) or Psychological Counselling Desks for Migrants).

Check the ASL Bari [Service Guide](#) for more details

Useful contacts in the city of Bari to request assistance and further information:

- ASL Bari Immigration Office: Via Caduti di Via Fani, 25
- PIS (Social Emergency Service): Call the freephone number 800 093 470, active 24 hours a day, every day of the year.
- Immigration Desk - Social Secretariat: you can find all the locations on the Bari Municipality website <https://www.comune.bari.it/web/egov/-/servizio-di-segretariato-sociale>
- Legal and Social-Health Support Desk "Casa delle Culture": Via Barisano da Trani, 15  
080 6933798 - [sportellolavorocasadelleculture@reteoltre.it](mailto:sportellolavorocasadelleculture@reteoltre.it)
- Social support centres and organisations offering assistance to migrants

For more information, you can also consult the ASL Bari Service Guide at the provided link.

[LINK](#)

# REMEMBER!

Health is a right for everyone. Don't hesitate to ask for help if you need it. You can still get help from healthcare services, even if you don't have all your documents.

# HOME SAFETY

The home is where we spend most of our time and where we should feel safe. It's important to make sure it is truly a safe place — especially for children! Here are some important safety tips:

- **Electricity and plug sockets:** don't leave appliances unattended, and make sure children don't insert objects into sockets or play with electrical cables. Never use a hairdryer near water, with wet hands, or while barefoot.
- **Safe environments:** watch out for sharp furniture or objects that could cause injury. Be especially careful about falls, particularly with very young children. Heating: if you use flame-based heaters (kerosene, gas, or wood), ventilate the room frequently. Never use wood or charcoal in bedrooms, as they can be deadly. Keep heaters away from flammable objects (toys, clothes, curtains). Cooking: never leave hot pots and pans within children's reach. Cooking in the bedroom is dangerous — even with electric stoves!
- **Food:** always check the expiry date on packaged foods. Be careful with unpackaged items — they may be expired or contain harmful substances!
- **Cleaning products and medicines:** keep detergents, insecticides, disinfectants, and medicines out of children's reach. Do not transfer them into other containers. Original packaging includes proper labels and safety caps designed to prevent accidental ingestion.