



NEED TO SEE A DOCTOR IN THE CANARY ISLANDS? HERE'S WHAT TO DO...

IF YOU ARE RESIDENT:

1. Call **112** in an emergency (they speak English) - the patient will be taken to by public ambulance to the nearest public health centre (*Centro de Salud*) or hospital.
2. If it's less of an emergency, you can still go directly to the nearest public health centre or hospital which you can find by clicking [here](#). When you see the map, click on your island and then click again to enlarge it and choose the nearest public health centre or hospital to you.
3. Most main health centres will have an A&E (*Urgencias*) service open between 8 am and 8 pm. Some health centres have an A&E open 24 hours a day (including weekends and bank holidays).
4. The patient, or his/her family, will need to present his/her passport and *Tarjeta Canaria de Salud* (blue card) at the admissions desk of the public hospital/health centre.
5. To make an appointment with your GP at your local health centre, you can either:
 - a) Call 012, or
 - b) Book your appointment online [here](#) with your *CIP* number (number on your health card or *tarjeta sanitaria*), or
 - c) Download the application on your Smartphone [here](#) and introduce your *CIP* number.
6. Normal working hours for Health centres are usually from 8 am to 8 pm. Outside these hours, you need to find which health centre deals with 24 hour *urgencias* (A&E). Click [here](#) to find your nearest one.
7. Specialist appointments: your GP will advise you, however be aware that normally you would hand over the inter consultant form given to you by your GP to the admissions desk at your local health centre. They will advise if they can give appointments there and then. However, if the specialist appointment is in a hospital, then you would receive a call from the hospital with appointment details (and a reminder normally a week or so before). Some specialist appointments are ordered directly by your GP and you will be notified via telephone, you may even receive a text message reminder the day before.
8. Fuerteventura and Lanzarote: Some patients that require specific tests or treatment might be referred (or transferred in an emergency) to one of the public hospitals in Las Palmas, Gran Canaria. Patients on the islands of La Palma, La Gomera or El Hierro may be transferred to one of the public hospitals in Tenerife.

IF YOU ARE NOT REGISTERED FOR HEALTHCARE:

1. In a real emergency or for any medical care deemed necessary by the doctor at a public health centre or hospital, you can use your European Health Insurance Card (EHIC). Here's a step by step [guide](#) on how to register for Healthcare in the Canary Islands.
2. You (or your next of kin) will be asked to complete and sign a form at the public health centre or hospital in which it is agreed to cover any medical costs incurred either:
 - a) By providing details of your EHIC (see [here](#) for details on entitlements to the EHIC and when it can be used);
 - b) By paying any costs yourself once a bill is received from the hospital.
 - c) Or via private medical/holiday insurance;
3. Remember to refer to the step by step [guide](#) on how to register for Healthcare in the Canary Islands.

IF YOU ARE A TOURIST OR ON A TEMPORARY STAY:

1. Call **112** in an emergency (they speak English) - the patient will be taken to the nearest public health centre (*Centro de Salud*) or hospital by public ambulance if necessary. If someone else is calling for you, ask them to call 112, rather than a private ambulance, as you may be liable for subsequent treatment costs in a private hospital if your holiday insurance company will not cover you.
 2. If it is less of an emergency, you can still go directly to the nearest public health centre or hospital to you. Click [here](#) to find the nearest one to you.
 3. Most main health centres will have an A&E (*Urgencias*) service open between 8 am and 8 pm. Some health centres have an A&E open 24 hours a day (including weekends and bank holidays).
 4. The patient, or his/her family, will need to present his/her passport and European Health Insurance Card (EHIC) at the admissions desk of the public health centre/hospital.
 5. If you don't have one, or your EHIC has been lost or stolen, don't worry - you can still be treated and get a Provisional Replacement Certificate to cover your emergency or necessary medical care. The PRC is sent directly to the billing department at the public health centre or hospital. Click [here](#) to find out how.
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