



# CALIFORNIA STATE UNIVERSITY INTERNATIONAL PROGRAM - FIRENZE

## **ADDITIONAL INFORMATION/LINKS TO ASSIST STUDENTS WITH MEDICAL SERVICES DURING THEIR STAY IN FLORENCE AND/OR LEGAL ISSUES**

### **International Health Florence - Casa di Cura Ulivella e Glicini - IFCA**

**Medical Services offered:** General Practitioner, Specialists, Lab tests, Diagnostic Imaging, **ON SITE translators available**, house calls (and hotel calls). This health center is covered by the CSU Group Insurance Policy so billing is done directly with the insurance company. You do NOT have to worry about paying "out-of-pocket"! **24/7 services available.**

#### **Italy Contact information:**

phone: 331 6369001 email: [ifca@internationalhealthflorence.com](mailto:ifca@internationalhealthflorence.com)

Via del Pergolino 4, Florence. Easily reachable with Tram Line T1 – get off at "CAREGGI" stop.

### **MedinAction – Your personal doctor everywhere in Italy!**

**An English Speaking Doctor at your doorstep, available 24/7.** The doctor will come to your home if necessary. Same day appointments available. You can phone, email or use WhatsApp to contact a doctor 24/7. It is possible to **download their App** on the App Store. Visit their website or use the App to **Chat for FREE**. Chat, talk or request a home visit. Ask about student discounts! Follow MedinAction on social media (Instagram, Facebook, Twitter). **MedinAction is available throughout Italy** (Florence, Rome, Bologna, Milan, Venice, Padova, Naples, Amalfi Coast, Sorrento, Sicily). This organization does NOT have direct billing services available with the CSU Group Insurance Policy. If you use them, you have to pay first and then request reimbursement.

#### **Contact information:**

phone: + 39 375 5724686, email: [info@medinaction.com](mailto:info@medinaction.com), web site: [www.medinaction.com](http://www.medinaction.com)

### **Careggi Hospital - Florence, Italy**

**Address:** Largo G. Alessandro Brambilla, 3, **Phone:** [055 794111](tel:055794111)

Since 2001, the Careggi University Hospital (AOU) provides a translation service for the many foreign patients (many of whom are students) who may need their services during the year. The translation services offered by the hospital are free of charge for both inpatients and outpatients and provide linguistic-cultural medication through verbal and written translations for patients from foreign countries who do not speak the Italian language. The service can not be guaranteed "on the spot" and must be requested in advance if possible. For medical emergencies it is highly recommended that students request the interpreter assistance of Global Voices (see below). Please see the following link for more information: <http://www.aou-careggi.toscana.it>

### **Global Voices - Professional Translation & Interpretation Services in Italy & Europe**

This organization offers a wide range of language services, including interpretation services in person or over the phone. To use when dealing with doctors, hospitals and medical emergencies. They also provide interpreters for legal situations (police reports, courtroom assistance, communications with lawyers, etc.). This organization does NOT have direct billing services available with the CSU Group Insurance Policy. If you use them, you have to pay first and then request reimbursement.

**Italy Contact information:** phone: +39 0240708303, email: [info@globalvoices.it](mailto:info@globalvoices.it),

web site: [www.globalvoices.it](http://www.globalvoices.it)

### **List of Interpreters, Translators and medical providers from the US Consulate**

In the Florence Consular District (which includes Emilia Romagna and Tuscany).

A complete list of interpreters and translators (supplied by the US Consulate in Florence) is available at the following links:

MEDICAL PROVIDERS

<https://it.usembassy.gov/wp-content/uploads/sites/67/ACS-Doctors-Florence-Dec-2018.pdf>

TRANSLATORS

<https://it.usembassy.gov/wp-content/uploads/sites/67/2017/02/ACS-Translators-Florence-Feb-2017.pdf>

A hard copy of this list is also available at CSU. Ask one of the CSU staff members if you need a copy. If you use them, you have to pay first and then request reimbursement from the insurance company.