RUSSIA

Quality of Care

Overall, the Russian health care system is very limited, and evacuation is recommended for travelers and foreign visitors with serious medical conditions or emergencies.

The larger cities, such as Moscow and St. Petersburg, are better served than rural areas, and have facilities that provide adequate care for basic medical problems and some outpatient care.

Elsewhere, the situation is much worse, with local hospitals and clinics suffering from shortages of highly-trained clinicians and basic medical supplies, along with low standards of hygiene.

UnitedHealthcare Global advises against elective hospitalization in Russia.

UnitedHealthcare Global Contacts

From Russia, dial, fax or email:

- From Russia, dial: 8 ~ 10 -1-410-453-6330 (can be called collect).
- Fax: 00-1-763-367-4063
- Email: assistance@uhcglobal.com

Emergency Services

Emergency Numbers to be dialed locally:

Ambulance & Medical emergency services: 03 or 112
Fire: 01 or 112
Police: 02 or 112

UnitedHealthcare Global recommends that travelers in Moscow and St. Petersburg use private ambulance services. The public system is not reliable and often lacks adequately trained staff.

Moscow and other large cities are served by a rudimentary “quick help” ambulance service that provides three levels of support. These can be contacted by dialing 03. Travelers should be advised that dispatchers and ambulance staff will probably only speak Russian. The levels of care are:

- Resuscitation ambulances – can be dispatched to respond to cardiac arrest cases and other critical situations.
- Cardiology ambulances – may be dispatched to respond to potential cardiac emergencies.
- Basic emergency medical service ambulances – are the most common type of emergency care offered in Russia.

In the case of an emergency, go IMMEDIATELY to the nearest physician or hospital without delay, then notify UnitedHealthcare Global Assistance as soon as possible of your situation.
Hospitals in St. Petersburg

American Medical Clinic (Американская Медицинская Клиника)
78 Embankment of River Moyka
Saint Petersburg
Saint Petersburg
Russia
Postal Code: 190000
International Phone: +7 812 740 20 90
Local Phone: 740 20 90
Website: www.amclinic.ru
Comments: This is a private multi-specialty facility that offers multiple inpatient and outpatient services. 24/7 emergency services as well as English speaking staff are available. The distance from State Hermitage Museum to this facility is approximately 3 kilometers away.

MEDEM International Clinic and Hospital (Международная клиника MEDEM)
6 Marata
Saint Petersburg
Saint Petersburg
Russia
Postal Code: 191025
International Phone: +7 812 336 33 33
Local Phone: 336 33 33
Website: www.medem.ru
Comments: This is a private multi-specialty facility that offers inpatient, including intensive care, and outpatient services. It is supported by advanced diagnostics and an in-house laboratory. 24/7 emergency services are available. The distance from State Hermitage Museum to this facility is approximately 4 kilometers away.

Mental Health Care in St. Petersburg

Medical and Psychological Clinic of Dr. Schatz (Медицинская и психологическая клиника доктора Шаца)
8 Krasnoarmeyskaya Street, 21
Saint Petersburg
Saint Petersburg
Russia
Postal Code: 190103
International Phone: +7 812 251 02 08
Local Phone: 251 02 08
Website: www.shatz.ru
Comments: This facility provides psychological, psychotherapeutic and psychiatric care for children, adolescents, adults and families. The distance from State Hermitage Museum to this facility is approximately 5 kilometers away.
Pharmacy in St. Petersburg

EuroMED Clinic
60 Suvorovsky Prospect
Metro: Vosstaniya
Saint Petersburg
Saint Petersburg
Russia
Postal Code: 191124
International Phone: +7 812 327 03 01
Local Phone: 327 03 01
Website: www.euromed.ru
Comments: This is a private multi-specialty facility that offers primary and secondary care. Pharmacy is open 24/7 but will only accept prescriptions given through a consultation by a doctor in the facility. English speaking staff is available. The distance from State Hermitage Museum to this facility is approximately 5 kilometers away.

General Practitioner Care in St. Petersburg

EuroMED Clinic
60 Suvorovsky Prospect
Metro: Vosstaniya
Saint Petersburg
Saint Petersburg
Russia
Postal Code: 191124
International Phone: +7 812 327 03 01
Local Phone: 327 03 01
Website: www.euromed.ru
Comments: This is a private multi-specialty facility that offers primary and secondary care. General practitioner services and multi-specialty outpatient department are available for appointments that can be arranged via phone or through their website. English speaking staff is available. The distance from State Hermitage Museum to this facility is approximately 5 kilometers away.