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# Health & Safety

Denmark is one of the world's safest countries. Crime rates are low – plus you get access to a comprehensive public healthcare system

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## Guide

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**Health & Safety**

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## STUDY IN DENMARK

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## Index

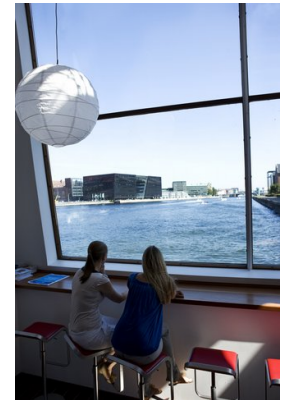
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<b>Emergency (112) and police (114)</b>	<b>3</b>
<b>Healthcare</b>	<b>4</b>
<b>Insurance</b>	<b>6</b>
<b>Culture shock</b>	<b>7</b>

## Health & Safety

Below you can read more about healthcare, safety, emergency services, police, insurance issues and how you get used to a different culture.

- [Emergency and police](#)
- [Healthcare](#)
- [Safety](#)
- [Insurance](#)
- [Culture shock](#)
- 



## Emergency (112) and police (114)

Should you need emergency assistance, dial 112. Should you need general police assistance, dial 114

The Danish way of life is based on mutual trust and tolerance. Compared to many other economically advanced countries, crime rates in Denmark are low. But naturally you should be vigilant and take care of your valuables. The Danish police is approachable and helpful, so don't hesitate to contact them for assistance if you are in need. If it not is an emergency, you can reach the police at 114.



### Emergency services

In the event of an emergency, call the emergency services at 112 for ambulance, police and fire services. When you dial the emergency call centre you will be asked for your name, address and the phone number from which you are calling. The call centre will then make sure that appropriate help is sent immediately.

**IN THE EVENT OF AN EMERGENCY: DIAL 112**

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## Healthcare

### Did You Know?

International students in Denmark are ensured **free medical assistance** during their studies

As a student and resident in Denmark you will have access to the Danish healthcare system. Here is what you need to know

The Danish healthcare system offers equal and universal access for all residents. As an international student and resident in Denmark you will have access to free medical treatments with some exceptions, such as dental care and physiotherapy.

Here is what you need to know.



### Coverage *without* registering with the Danish Civil Registration System

#### Students from outside the EU/EEA

In accordance with the Danish Health Act, all non-residents staying in Denmark are entitled to emergency hospital care free of charge '*in the event of an accident, childbirth, acute illness or sudden aggravation of a chronic disease*'. All other healthcare services must be paid for by you or your insurance

**Please note:** The Danish public healthcare system does not cover transportation to your home country in the event of illness.

#### Students from the EU/EEA or Switzerland

If you are an EU/EEA citizen or a Swiss national and you plan to stay in Denmark for less than 3 months, and provided you are covered by a statutory health insurance service in another EU country, you can use your **European Health Insurance Card** (<http://ec.europa.eu/social/main.jsp?catId=559>) (EHIC) to access any healthcare service that becomes medically necessary during your stay in Denmark. You will enjoy the same healthcare services offered to residents in Denmark and the charge for these services will be forwarded to the statutory health insurance service that issued the EHIC.

**Please note:** Students from the Nordic countries need not show any of these documents and students from the UK need only show their UK passport.

### Coverage when registering with the Danish Civil Registration System

#### Students from outside the EU/EEA

If you are a non-EU/EEA citizen and you plan to stay in Denmark for more than 3 months then you must obtain a Danish residence permit and register with the **Civil Registration System**. Hereafter you are entitled to free medical treatment in Denmark.

## Students from the EU/EEA or Switzerland

If you are an EU/EEA citizen or a Swiss national and plan to stay in Denmark for more than 3 months, and provided you are covered by the statutory health insurance service in your home country, you enjoy full access to the Danish national healthcare system once you have registered with the **Civil Registration System**. To register you must present a S1 Portable Document, or a valid EHIC card issued by your statutory health insurance.

## How to register with the Civil Registration System

When registering with the **Civil Registration System** you must choose whether you want to be insured in Group 1 or Group 2.

Care offered by General practitioners (GPs) and specialists in Group 1 is free of charge - and you will be asked to choose a GP who will refer you to a specialist when necessary. If you choose to be insured in Group 2 you will not be assigned a specific GP but will enjoy access to any GP or specialist on request. However, only a part of the costs for treatment in Group 2 is reimbursed. Roughly 98% of Danish residents are insured in Group 1.

## The Danish National Health Insurance Card

Upon registering with the Civil Registration System, you will receive a national health insurance card ('Sygesikringskort'). The card is your proof that you are entitled to all public healthcare services in Denmark and must be presented at all visits to doctors, hospitals and at pharmacists when collecting prescription drugs.

The card states your name, address and your Civil Personal Registration (CPR) number as well as the name and address of your doctor. It also provides healthcare coverage for up to one month on holiday trips within the EU/EEA and Switzerland.

## Useful links

- **Read more about health care in Denmark** ([https://www.nyidanmark.dk/en-us/-coming\\_to\\_dk/asylum/conditions\\_for\\_asylum\\_applicants/healthcare.htm](https://www.nyidanmark.dk/en-us/-coming_to_dk/asylum/conditions_for_asylum_applicants/healthcare.htm))
- **Read more about the Danish healthcare sector** (<https://www.sundhed.dk/borger/service/-om-sundheddk/ehealth-in-denmark/>)

### IN THE EVENT OF AN EMERGENCY: DIAL 112

If you need non-emergency medical treatment during weekends, public holidays or after 4 pm on weekdays, you must contact the local doctor-on-call service. The number can be found in your local telephone directory or on the website of your local municipality. You can also visit: [www.sundhed.dk](http://www.sundhed.dk) (<https://www.sundhed.dk/>) or [www.laevagten.dk](http://www.laevagten.dk) (<http://www.illadult.com/>)

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## Insurance

Danish educational institutions cannot be held liable in the event of theft or loss of property. Therefore, be sure to take out adequate insurance while studying in Denmark

We strongly recommend that you take out adequate insurance while studying in Denmark. The following insurance coverage is recommended:

- Third-party liability insurance ('ansvarsforsikring') – covering expenses if you have to pay compensation to another person
- Accident insurance ('ulykkesforsikring') – covering the financial consequences of an accident
- Home insurance ('indboforsikring') – for your personal belongings
- Car insurance ('bilforsikring') – If you bring a car with you, please make sure it is properly insured. If you decide to take out the insurance in Denmark, try contacting some of the larger insurance companies. Their websites are in English. Your host institution may be able to refer you to specific insurance companies



## Culture shock

Arriving in a new country can shake you up. This is called culture shock and is very common. Here are some tips on easing yourself into a new culture.

Arriving in a new country can shake you up. You can feel disoriented as you leave a familiar place and arrive somewhere quite different. The reaction may be both physical and psychological. This is called culture shock and is very common. It takes time to adapt to a new culture.

Although Denmark is a well-organised country and people here will be eager to make you feel comfortable, you will need some time to settle in. Like many of your fellow students, then at one point in time you may ask yourself why you left home.

When this happens it is important for you to remember that you are going through a learning process. If you accept this brief period while you adapt to a new country and lifestyle as a learning experience you will ultimately return home with greater self-confidence and the ability to succeed in a multicultural environment.

So keep active, explore your social opportunities and try to **learn Danish**. If you keep an open mind, you will soon be drawn into the many activities on offer. Remember: you are not alone in experiencing these feelings. Talking about your feelings and worries is the best way of dealing with them.

Here are some tips on easing yourself into a new culture:

- Accept that you cannot know everything about your new country and language
- Keep an open mind
- Try to do things that you did at home
- Stay in touch with family and friends at home
- Talk to other students about how you feel
- Stay active
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