



HOW AND WHERE TO SEEK FREE PSYCHOLOGICAL AND PSYCHIATRIC HELP

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BASIC CONCEPTS

Mental health is a state of well-being in which everyone can realize their potential, cope with life stresses, work efficiently and productively, and contribute to their community (definition by the World Health Organization).¹

Psychological problem is a state or condition that occurs when a person has difficulties or conflicts in the area of their psyche, emotions, thinking, or behaviour.

Mental disorder is a clinical term used to describe mental health problems that limit a person's ability to feel and function well.

A psychologist is a specialist with an education in psychology who helps people overcome various problems, including emotional, social, and interpersonal issues.

A psychiatrist is a medical doctor specializing in psychiatry. Psychiatrists can prescribe medications and provide medical treatment.

A psychotherapist is a specialist with a basic education in psychology or medicine who has obtained specialized training in a particular method of psychotherapy.

State Program of Medical Guarantees (Medical Guarantees Program) defines the list and scope of medical services, medical devices, and medical supplies that are fully covered by the state from the State Budget of Ukraine, according to the established tariffs. This includes services for the prevention, diagnosis, treatment, and rehabilitation related to diseases, injuries, poisoning, and pathological conditions, pregnancy and childbirth.²

Package of medical services is a list of medical services and medical means for the provision of such services within a certain type of medical care. For each package, unified specifications, procurement conditions, tariff type, and base rate are established. Payment for these services is made by the National Health Service of Ukraine (NHSU) according to the agreement.³

The National Health Service of Ukraine is the central executive authority, governed and coordinated by the Cabinet of Ministers of Ukraine through the Minister of Health, which implements the state policy for state financial guarantees of medical services for population. The National Health Service concludes agreements with medical service providers and pays funds for performing such services.⁴

¹ Resolution by the Cabinet of Ministers of Ukraine No. 1018-p, dated December 27, 2017, "On the Approval of the Concept for the Development of Mental Health Care in Ukraine until 2030" <https://zakon.rada.gov.ua/laws/show/1018-2017-%D1%80#Text>

² Law of Ukraine "On the State Financial Guarantees of Medical Services for Population" <https://zakon.rada.gov.ua/laws/show/2168-19#Text>

³ The Procedure of Implementing the Program of State Guarantees of Medical Care for Population in 2024, approved by the Cabinet of Ministers of Ukraine's Resolution No.1394, dated 22 December 2023 <https://zakon.rada.gov.ua/laws/show/1394-2023-%D0%BF#Text>

⁴ The Provisions for the National Health Service of Ukraine, approved by the Cabinet of Ministers of Ukraine Resolution No.1101, dated December 27, 2017 <https://zakon.rada.gov.ua/laws/show/1101-2017-%D0%BF#Text>



WHAT SYMPTOMS SIGNAL THE NEED TO SEEK PSYCHOLOGICAL OR PSYCHIATRIC HELP AND WHICH DOCTORS TO CHOOSE?

When should a person consult a family doctor, a general practitioner, or a paediatrician?

In the event of any signs of psychological disorders, a person can visit their family doctor, general practitioner, or a paediatrician. Each specialist can provide health within their competencies, and if necessary, issue a referral to a specialized professional (a psychologist, a psychiatrist, a psychotherapist, and others).

When should a person seek help from a psychologist?

Psychologists specialize in exploring behavioural and cognitive processes in people and how they interact with the environment and other people. Psychologists help cope with psychological and interpersonal problems and stressful events, overcome addictions, etc.

You can visit a psychologist if you are:

- ✓ living through traumatic events and life changes
- ✓ experiencing the loss of a close person
- ✓ inclined toward worrisome expectations
- ✓ facing certain psychological or interpersonal problems
- ✓ interested in personal growth

Psychologists provide psychological help using evidence-based methods and approaches without prescribing medications.

When should a person seek help from a psychiatrist?

A psychiatrist provides diagnosis and treatment of mental disorders, which includes diagnosing and examining mental illnesses, prescribing appropriate medications, and adjusting the treatment as needed. The goal of a psychiatrist's work is to reduce or completely eliminate the symptoms of mental illnesses.

You should visit a psychiatrist if you have:

- ✓ emotional disorders or neurotic states, including those caused by a traumatic experience
- ✓ mood disorders (apathy, depression, etc.)
- ✓ long-term anxiety, panic attacks, or phobias
- ✓ long-term sleep disorders (insomnia, sleep disturbances, short-term sleep)
- ✓ obsessive thoughts



- ✓ eating behaviour disorders
- ✓ auditory or visual hallucinations
- ✓ thoughts of harming oneself or others, suicidal thoughts, etc.
- ✓ behavioural disorders and impaired communication with others
- ✓ certain dependencies

When should a person seek help from a psychotherapist?

Psychotherapy is a specialized field. A psychotherapist does not prescribe medication but most often uses specific psychotherapeutic methods. The arsenal of psychotherapeutic methods includes cognitive behavioural therapy, dialectical behavioural therapy, gestalt therapy, positive psychotherapy, psychoanalytic therapy, and others. You should visit a psychotherapist if you have mental and behavioural disorders caused by internal conflicts or external factors.



HOW CAN WE FIND MEDICAL FACILITIES AND/OR DOCTORS PROVIDING PSYCHOLOGICAL OR PSYCHIATRIST ASSISTANCE?

To simplify the search for a facility and a doctor providing psychological or psychiatric help, the National Health Service of Ukraine (NHSU), with the support of the Ministry of Health of Ukraine, has created an information dashboard “Providers of Psychological and Psychiatric Medical Care.”

This dashboard can be found as follows:

You should visit the NHSU’s website (<https://nszu.gov.ua/>). In the section “E-data,” select “Analytical Dashboards” and move to the sub-section “Medical care providers: Psychological and Psychiatric Help.” Then select the necessary region, community, or settlement.

Choose the type of assistance you need:

- ✓ **Primary** – if you are looking for a family doctor, general practitioner, or paediatrician who has a training background and provides psychological assistance;
- ✓ **Outpatient** – if you are looking for a daycare clinic with a specialist doctor (psychologist, psychiatrist, or psychotherapist). You can see a psychiatrist without a referral.
- ✓ **Inpatient** – if you are looking for a specialized medical institution that provides inpatient psychiatric care. A referral is not required to apply.
- ✓ **Mobile** – if you are searching for a medical facility that provides assistance under the package “Psychiatric Help for Adults and Children Provided by Mobile Multidisciplinary Teams.” Such assistance can be provided at the person’s place of residence or at the team’s base.

If you are interested in finding out whether a doctor is available in a facility, select the required item in the “Position of the doctor” field – family doctor, psychiatrist, psychologist, etc.

To go to the dashboard “Providers of Medical Psychological and Psychiatric care,” point your smartphone at the QR indicated below.



This dashboard contains information about all medical facilities that provide psychological and psychiatric care free of charge under an agreement with the National Health Service of Ukraine.

The dashboard contains a list of all medical facilities providing psychological and psychiatric assistance in the selected region or settlement, as well as their addresses and contact phone numbers.

You can also search for psychologists, psychiatrists, psychotherapists, therapists, neurologists, paediatricians, narcologists, and family doctors.

If you are unable to use the dashboard, you can find the nearest medical facility and/or doctor providing psychological and/or psychiatric care by calling the contact centre of the National Health Service of Ukraine at **16 – 77** or through the Contact Center of the Ministry of Health of Ukraine at **0 800 602 019**.



BASIC PSYCHOLOGICAL ASSISTANCE PROVIDED FREE OF CHARGE AS PART OF PRIMARY MEDICAL AID

Within the medical guarantees program, in particular within primary medical aid, patients can receive basic psychological assistance free of charge (the Primary Health Care package)⁵.

Terms of service delivery: on an outpatient basis, at the place of residence (stay), or using telecommunications

Grounds for service delivery: a declaration on the choice of a primary care physician or self-referral in case of an emergency (regardless of the availability of a declaration on the choice of a physician).

As part of this comprehensive service (according to medical needs), a person can receive free of charge:

- ✓ Screening for mental and behavioural disorders.
- ✓ Referral to a psychiatrist and/or a paediatric psychiatrist and/or a narcologist.
- ✓ Providing counselling assistance to the population to support mental health.
- ✓ Raising awareness, encouraging, and supporting the population in maintaining mental health and well-being.
- ✓ Coordination and cooperation with other institutions to meet medical, psychological, social, and other needs.
- ✓ Providing emergency medical care in the case of mental health disorders if such a disorder occurs during an appointment with a primary care physician.
- ✓ Adherence to the principles of barrier-free and inclusive healthcare provision, including the use of telemedicine methods and tools in accordance with the regulatory framework.

In addition, 17 packages of medical services contain a requirement that a psychologist or psychotherapist work in a healthcare facility. In particular, free psychological assistance is included in medical services during childbirth, cancer treatment, rehabilitation, palliative care, etc.

⁵ Specifications and terms of procurement for Medical Service Package No.1 "Primary Medical Aid" https://contracting.nszu.gov.ua/storage/editor/files/pervinna-medichna-dopomoga_1699954216.docx



BASIC PSYCHOLOGICAL SERVICES PROVIDED FREE OF CHARGE BY FAMILY DOCTORS, THERAPISTS, AND PAEDIATRICIANS

At the end of 2022, the state introduced a new comprehensive service for the support and treatment of adults and children with mental disorders at the primary level of medical care (Package of medical services "Support and Treatment of Adults and Children with Mental Disorders within Primary Medical Care").⁶

Terms of service delivery: On an outpatient basis and/or at the patient's place of residence (by a decision of the primary care physician).

Grounds for service delivery: Self-referral or referral by a treating physician (for persons diagnosed with F00-F99 "Mental disorders").

Among other things, as part of this comprehensive service (in accordance with the medical needs), a person can receive free of charge:

- ✓ Clinical assessment of the patient's condition with a positive result of the screening of mental disorders at the primary health care level (upon informed consent).
- ✓ Referral for laboratory and instrumental examination for differential diagnosis and exclusion of mental and neurological disorders associated with physical health.
- ✓ Referral (upon consent) to a psychiatrist.
- ✓ Assessing the social status and social problems associated with the identified mental disorders of patients and identifying their needs for socialization and social rehabilitation.
- ✓ Designing a management and treatment plan
- ✓ Delivering first psychological aid.
- ✓ Applying psychosocial, pharmacological, and behavioural interventions.
- ✓ Shaping the patients' adherence to treatment and psychological aid, particularly with the involvement of social services in communities and volunteers providing mental health care and psychosocial support.
- ✓ Monitoring medical treatment and controlling the implementation of the observation and treatment plan.
- ✓ Providing support for patients with mental and neurological disorders.
- ✓ In the absence of positive dynamics after psychosocial, pharmacological, and behavioural interventions, referral to and interaction with a psychiatrist and/or psychologist and/or psychotherapist and/or narcologist and/or neurologist.
- ✓ Providing medical care through telemedicine (teleconsultation/televideo consultations in real or delayed time) along with examination and the use of other methods.
- ✓ Psychological support for family members, legal representatives, and caregivers, and training on how to use self-help techniques.

⁶ Specifications and terms of procurement for Medical Service Package No.51 "Support and Treatment of Adults and Children with Mental Disorders within Primary Medical Care" <https://contracting.nszu.gov.ua/storage/editor/files/suprovod-i-likuvannya-doroslikh-ta-ditey-z-psikhichnimi-rozladami-napervinnomu-rivni-medichnoi-dopomogi.docx>



- ✓ Informing and explaining to family members, legal representatives, and caregivers about the patients' mental health problems and the impact of the immediate environment on their recovery, etc.
- ✓ Adherence to the principles of barrier-free and inclusive healthcare provision, including the use of telemedicine methods and tools in accordance with the regulatory framework.

Assistance is provided on an outpatient basis and/or at the patients' place of residence (by the decision of primary care physicians who have completed the course "Management of Common Mental Disorders in Primary Medical Care Using the mhGAP Guidelines").

If a family doctor, general practitioner, or paediatrician has not completed the appropriate training, they should refer patients to a doctor who has a certificate of the course completion and who can provide qualified services for the support and treatment of persons with mental disorders at the primary level of medical care.



BASIC PSYCHIATRIC SERVICES PROVIDED FREE OF CHARGE BY MOBILE MULTIDISCIPLINARY TEAMS

The medical guarantees program also offers a comprehensive service of psychiatric care for adults and children provided by mobile multidisciplinary teams (Package of medical services “Psychiatric Care for Adults and Children Provided by Mobile Multidisciplinary Teams”).⁷

Terms of service delivery: at the place of patient’s residence or at the team’s base.

Grounds for service delivery:

- ✓ Referral from a psychiatrist or family doctor.
- ✓ Referral from a primary care physician chosen according to the declaration of choice of a physician.
- ✓ Presence of an established diagnosis: F20-25, 28-34, 38-45, 48, 50, 53, 54, 59-62, 68-69, 84.

As part of this comprehensive service (according to the medical needs), a person can receive free of charge:

- ✓ Examination by the members of a multidisciplinary team and provision of medical, including psychiatric and psychosocial, help.
- ✓ Designing an individual treatment and rehabilitation plan with the involvement of patients and/or their legal representatives to achieve recovery or sustained remission and prevent relapse.
- ✓ Supporting the adherence to the treatment and rehabilitation plan, monitoring for side effects of medications and adjusting treatment and rehabilitation as needed.
- ✓ Providing emergency medical care in the event of life-threatening conditions, as well as calling an emergency medical team, including for the transportation of patients to inpatient psychiatric treatment facilities.
- ✓ Assessment of patients’ somatic condition and issuance of an electronic referral for specialized medical care.
- ✓ Determining the need for palliative care for patients with mental and behavioural disorders and issuing an electronic referral for palliative care in such cases.
- ✓ Identifying the needs of patients with mental and behavioural disorders for social services and assistance in their social and labour socialization. Psychological support for the family members of patients, including training in self-help techniques, informing about existing and possible mental health problems and their impact on others, etc.
- ✓ Counselling (if necessary) a patient with the help of telemedicine means.
- ✓ Adherence to the principles of barrier-free and inclusive healthcare provision, including the use of telemedicine methods and tools in accordance with the regulatory framework.

⁷ Specifications and terms of procurement for Medical Service Package No. 39 «Psychiatric Care for Adults and Children Provided by Mobile Multidisciplinary Teams.” https://contracting.nszu.gov.ua/storage/editor/files/psikhiatrichna-dopomoga-doroslim-ta-dityam-yaka-nadaetsyamobilnimi-multidistsiplinarnimi-komandami_1700649539.docx



BASIC PSYCHIATRIC SERVICES PROVIDED FREE OF CHARGE BY INPATIENT PSYCHIATRIC TREATMENT FACILITIES

The medical guarantees program also offers a comprehensive service of psychiatric care for adults and children provided in inpatient settings (Package of medical services "Inpatient Psychiatric Care for Adults and Children").⁸

Terms of service delivery: on an inpatient basis

Grounds for service delivery:

- ✓ Referral to a primary care physician chosen under the declaration of choice of a doctor.
- ✓ Referral from the attending physician.
- ✓ Self-referral.
- ✓ Delivery by emergency (ambulance) medical care.
- ✓ Delivery by police officers under the provision on police custody in accordance with Article 41 of the Law of Ukraine "On the National Police."
- ✓ Transfer from another health care facility and/or clinical unit of a health care facility.
- ✓ By court decision, if the patient does not consent to hospitalization in accordance with the Law of Ukraine "On Psychiatric Care."

As part of this comprehensive service (according to the medical needs), a person can receive free of charge:

- ✓ A psychiatric examination to determine the need for hospitalization and to develop an individual treatment and rehabilitation plan.
- ✓ The necessary laboratory tests.
- ✓ The necessary instrumental tests.
- ✓ The necessary psycho-diagnostic tests.
- ✓ Consultations by doctors of other specializations.
- ✓ The use of pharmacotherapy, psychotherapy, methods of psychological influence, and rehabilitation assistance.
- ✓ Timely pain relief at all stages of diagnosis and treatment.
- ✓ Provision of medical drugs.
- ✓ Referrals for specialized medical care in other areas or call for relevant specialists from other facilities.
- ✓ 24-hour support for the patient by a psychiatrist and nursing care.
- ✓ Designing a plan for treatment, support, and rehabilitation after the completion of the inpatient stage of treatment.

⁸ Specifications and terms of procurement for Medical Service Package No.19 "Inpatient Psychiatric Care for Adults and Children." https://contracting.nszu.gov.ua/storage/editor/files/psikhiatrichna-dopomoga-doroslim-ta-dityam-u-statsionarnikh-umovakh_1700128263.docx



- ✓ Referral to a specialized facility for further psychiatric care on an outpatient basis and/or at the place of residence (by other specialists and specialists of the mobile multidisciplinary team) and/or to a primary care facility for follow-up and treatment by family doctors.
- ✓ Provision of medical care by telemedicine means (teleconsultation/televideo consultation in real or delayed time, teleradiology, remote monitoring, and telemetry) together with examination and other methods.
- ✓ Provision of nutrition in a hospital setting.
- ✓ Adherence to the principles of barrier-free and inclusive healthcare provision, including the use of telemedicine methods and tools in accordance with the regulatory framework.



BASIC SERVICES PROVIDED FREE OF CHARGE TO PEOPLE WITH MENTAL AND BEHAVIORAL DISORDERS CAUSED BY OPIOID USE

The medical guarantees program also includes a comprehensive service for the treatment of people with mental and behavioural disorders due to opioid use with the help of substitution maintenance therapy (Package of medical services “Treatment of People with Mental and Behavioural Disorders Caused by Opioid Use with the Help of Substitution Maintenance Therapy”).⁹

Terms of service delivery: on an outpatient basis and/or at the place of the patient’s residence.

Grounds for service delivery: referral of persons diagnosed with F11.2 “Dependence syndrome” by the attending physician.

As part of this comprehensive service (according to the medical needs), a person can receive free of charge:

- ✓ Providing treatment with replacement maintenance therapy.
- ✓ Assessing patient adherence, as well as their compliance with the requirements for self-administration of substitution maintenance therapy in outpatient settings, particularly in an organized hospital at home. In the event of a decision on the possibility of such an admission, organizing its issuance.
- ✓ Organizing the daily distribution of drugs and medicines to patients who do not meet the criteria for self-administration of substitution maintenance therapy, including weekends and holidays, and organizing supervision over their intake of prescribed drugs by a nurse.
- ✓ Organizing the delivery of drugs to patients at their place of residence if they are unable to visit a health care facility daily for health reasons.
- ✓ Ensuring the continuity of treatment and continuing the substitution maintenance therapy for patients in the event of their hospitalization or detention by law enforcement bodies (provision of the necessary documents and issuance of medical drugs).
- ✓ Ensuring control over the targeted use of the substitution maintenance therapy drug, issued for self-administration in outpatient settings, particularly in an organized hospital at home, through checking the residues at least once every 30 days.
- ✓ Ensuring that the treatment plan is revised once per quarter at the initial stage (up to 1 year) and individually, depending on the needs of patients, after one year of treatment.
- ✓ Ensuring epidemiological and clinical monitoring of substitution maintenance therapy, drug accounting, and prevention of duplication of substitution maintenance therapy services.
- ✓ Mandatory informing patients about the possibility of obtaining other necessary medical services free of charge through the medical guarantees program.

⁹ Specifications and terms of procurement for Medical Service Package No.22 “Treatment of People with Mental and Behavioral Disorders Due to Opioid Use with the Help of Substitution Maintenance Therapy.” https://contracting.nszu.gov.ua/storage/editor/files/likuvannya-osib-iz-psikhichni-ta-povedinkovimi-rozladami-vnaslidok-vzhivannya-opioidiv-iz-vikoristannyam-preparativ-zamisnoi-pidtrimualnoi-terapii_1700485580.docx



- ✓ Interaction with other providers of medical services, centres of social services for family, children and youth, services for children, territorial centres of social services for the population, and other providers of social services.
- ✓ Observance of human rights by the providers of medical services in compliance with the recommendations of the Ukrainian Parliament Commissioner for Human Rights and the provisions of the Convention for the Protection of Human Rights and Fundamental Freedoms, the Convention on the Rights of Persons with Disabilities, the Convention on the Rights of the Child, and other international treaties ratified by Ukraine.
- ✓ Maintaining patient tolerance during the provision of health services and ensuring the confidentiality of the related medical data.
- ✓ Ensuring adherence to the principles of barrier-free and inclusive healthcare provision, including the use of telemedicine methods and tools in accordance with the regulatory framework



HOW TO COMMUNICATE WITH PERSONS WHO HAVE MENTAL DISORDERS?

The war has affected and continues to affect our psycho-emotional state and mental health. During emergency situations, including military actions, anyone can experience a primary psychotic episode. That is, a certain situation, event, or piece of information can trigger undesirable effects and manifestations in a person who has not previously had such disorders.

There are certain signs that can help determine whether the person you are communicating with (particularly for the first time) is experiencing any mental disorders. Pay attention to how that person speaks and to the peculiarities of their behaviour and reactions.

Here are some markers that may signal the presence of a disorder:

- ✓ Confused, accelerated, or slow speech, repetition of the same words and phrases, meaningless statements, and irrelevant responses.
- ✓ Distracted attention, confusion, and delayed answers.
- ✓ A person talking to oneself or with an imaginary interlocutor, or suddenly falling silent and freezing in place, trying to listen to something.
- ✓ Repetition of stereotypical rituals.
- ✓ Motor excitation or aggressive behaviour.

If it is your first time communicating with a person whom you suspect has a mental disorder, the first step is to establish contact. Offer to walk with them to a safe place to talk. Stay calm and be ready to ensure the confidentiality of the conversation if requested. Ask the person or their family members, caregivers, or others accompanying them, about the symptoms of the mental disorder and offer options for support and help. Find out if this person is receiving any professional medical assistance.

Provide emotional support and share your observations about the mental disorder by tolerantly outlining its manifestations. Explain to the person or his/her relatives/guardian the need for professional help.

If possible, help to contact a specialist and make sure that the help has been provided. Offer contacts of related specialists, medical and social services, and hotlines.

If necessary, assist in contacting or accompanying the person to the appropriate specialists and services. The doctor can consult in an online format and write prescriptions, sending photos of the prescriptions so that medicines can be purchased at a pharmacy.

Take contacts from the person directly or from their relatives/guardian so that, if necessary, you can initiate an additional meeting, find out about the results of the appeal and the assistance provided, and if necessary, repeat the referral to specialists.

It is important that the individual has a list of persons who need to be addressed in a crisis situation. It is desirable to have relevant documents such as medical discharge papers, prescriptions, treatment plans, a certificate of disability, a court decision on partial or complete incapacity, and information about the appointed guardian.



MEDICAL FACILITIES PROVIDING PSYCHOLOGICAL AND PSYCHIATRIC ASSISTANCE IN THE TERRITORIES OF SOME COMMUNITIES (December 2023)

Service provider	Service delivery facility	Address of service delivery facility	Group of services				
			Primary Medical Care	Support and Treatment of Persons with Mental Disorders at the Primary Level Medical Care	Mental health Care Provided by Mobile Multidisciplinary Teams	Psychiatric Help in Inpatient Settings	Treatment of Persons with Mental and Behavioural Disorders Caused by Opioid Use
1	2	3	4	5	6	7	8
VOLYN REGION							
LUTSK DISTRICT							
ROZHYSHCHE MUNICIPAL AMALGAMATED TERRITORIAL COMMUNITY							
38541660, Communal Non-Commercial Entity "Rozhyshe Center of Primary Medical and Sanitary Aid" of Rozhyshe City Council	1. Rozhyshe Outpatient Clinic of General Practice and Family medicine No.1	19 Kote Shylokadze St., Rozhyshe town, Tel.: 380974441775	✓	✓	✗	✗	✗
	2. Rozhyshe Outpatient Clinic of General Practice and Family Medicine No.2	108A Mazepy St., Rozhyshe town 380685631168 380336821248	✓	✗	✗	✗	✗
	3. Rudka-Kozynska Outpatient Station	19-B Tsentralna St., Rudka-Kozynska village 380990375785	✓	✗	✗	✗	✗
	4. Perespa Outpatient Clinic of General Practice and Family Medicine	5 Ploshcha Myru, Perespa village 380965703357	✓	✗	✗	✗	✗
	5. Naviz Outpatient Station	7 Bohdana Khmelnytskoho St., Naviz village 380953123936	✓	✗	✗	✗	✗
	6. Mylsk Outpatient Station	18A Sobornosti St., Mylsk village 380965750717	✓	✗	✗	✗	✗
	7. Litooshcha Outpatient Station	19B Ivana Franka St., Litooshcha village 380965703048	✓	✗	✗	✗	✗



1	2	3	4	5	6	7	8
	8. Kryzhivka Outpatient Station	47 Nezalezhnosti St., Kryzhivka village 380667459262	✓	✗	✗	✗	✗
	9. Dubyshche Outpatient Clinic of General Practice and Family Medicine	46 Zelena St., Dubyshche village 380954353482	✓	✗	✗	✗	✗
44177844, "MZ Volynska" limited company	Medical Center of Family Medicine	2A Lesi Ukrainky St., Rozhyshe town 380983062846	✓	✓	✗	✗	✗
TORCHYN TOWNSHIP AMALGAMATED TERRITORIAL COMMUNITY							
01983140, Communal non-commercial entity "Torchyn District Hospital of Torchyn Township Council"	Torchyn District Hospital of Torchyn Township Council"	57 Nezalezhnosti St., Torchyn township, 380332791333	✓	✗	✗	✗	✗
Private Entrepreneur (FOP) Demchuk Olha Dmytrivna	Private Entrepreneur (FOP) Demchuk Olha Dmytrivna, Torchyn town, 45 Nezalezhnosti Vul., 380676534223	45 Nezalezhnosti St., Torchyn town, 380676534223	✓	✗	✗	✗	✗
POLTAVA REGION							
POLTAVA DISTRICT							
KARLIVKA MUNICIPAL AMALGAMATED TERRITORIAL COMMUNITY							
38396501, Communal non-commercial entity "Karlivka Center of Primary Medical and Sanitary Aid"	1. Karlivka Outpatient Clinic of General Practice and Family Medicine	2 Radevycha St., Karlivka city 380534621575	✓	✓	✗	✗	✗
	2. Karlivka Outpatient Clinic of General Practice and Family Medicine No.1	16 Huramishvili St., Karlivka city 380993890300	✓	✗	✗	✗	✗
	3. Holoborodkivske Outpatient and Obstetric Station	1A Naberezhna St., Holoborodkivske town 380534623386	✓	✗	✗	✗	✗
	4. Ivanivka Outpatient and Obstetric Station	8 Bilasa St., Ivanivka town 380534697235	✓	✗	✗	✗	✗
	5. Mykhailivske Outpatient and Obstetric Station	2 Travneva St., Mykhailivske town 380534694111	✓	✗	✗	✗	✗



1	2	3	4	5	6	7	8
	6. Solona Balka Outpatient and Obstetric Station	8 Basarabovoi St., Solona Balka 380534695618	✓	✗	✗	✗	✗
	7. Tahamlytske Outpatient and Obstetric Station	2 Komsomolska St., Tahamlytske town 380534694106	✓	✗	✗	✗	✗
	8. Volodymyrivka Outpatient and Obstetric Station	21 Vatutina St., Volodymyrivka village 380534697717	✓	✗	✗	✗	✗
	9. Korolenkivka Outpatient and Obstetric Station	14 Sadova St., Korolenkivka village 380534696778	✓	✗	✗	✗	✗
	10. Lypianka Outpatient Clinic of General Practice and Family Medicine	21 Tsentralna St., Lypianka village 380501056638	✓	✗	✗	✗	✗
	11. Maksymivka Outpatient Clinic of General Practice and Family Medicine	40 Tsentralna St., Maksymivka village 380994867664	✓	✗	✗	✗	✗
	12. Popivka Outpatient and Obstetric Station	9 Molodizhna St., Popivka village 380534694717	✓	✗	✗	✗	✗
	13. Popivka Outpatient Clinic of General Practice and Family Medicine	17 Popovych St., Popivka village 380662634268	✓	✗	✗	✗	✗
	14. Rozumivka Outpatient and Obstetric Station	5 Nezalezhnosti St., Rozumivka village 380534696554	✓	✗	✗	✗	✗
	15. Tarasivka Outpatient and Obstetric Station	41 Poltavska St., Tarasivka village 380534696779	✓	✗	✗	✗	✗
38540960, Communal non-commercial entity "Kobeliaky Center of Primary Medical and Sanitary Aid" of Kobeliaky City Council	Ivanivka Outpatient Clinic of General Practice and Family Medicine	40 Gorkoho St., Ivanivka township 380993035315	✓	✓	✗	✗	✗
01999299, Communal non-commercial enterprise "L.V. Radevych Karlivka Hospital"	L.V. Radevych Karlivka Hospital	2 Radevycha St., Karlivka city 380534622045	✗	✗	✗	✗	✓



1	2	3	4	5	6	7	8
OPISHNIA TOWNSHIP AMALGAMATED TERRITORIAL COMMUNITY							
43772207, Communal non-commercial entity "Center of Primary Medical and Sanitary Aid" of Opishnia township council	1. Opishnia Outpatient Clinic of General Practice and Family Medicine	54 Nova St., Opishnia township 380664939901	✓	✓	✗	✗	✗
	2. Temporary Medical Station in Bat'ky village	1 Molodizhna St., Bat'ky village 380664524116	✓	✗	✗	✗	✗
	3. Temporary Medical Station in Zaichentsi village	8A 40th-Richchia Peremohy, Zaichentsi village 380997816117	✓	✗	✗	✗	✗
	4. Temporary Medical Station in Mali Budyshcha village	5A Molodizhna St., Mali Budyshcha village 380992624987	✓	✗	✗	✗	✗
	5. Temporary Medical Station in Miski Mlyny village	19 Travneva St., Miski Mlyny village 380952236145	✓	✗	✗	✗	✗
	6. Temporary Medical Station in Popivka village	25 Zhovtneva St., Popivka village 380992183171	✓	✗	✗	✗	✗
	7. Temporary Medical Station in Chovno- Fedorivka village	17 Tsentralna St., Chovno-Fedorivka village 380668852055	✓	✗	✗	✗	✗
CHERNIVTSI REGION							
CHERNIVTSI DISTRICT							
STOROZHNETS CITY AMALGAMATED TERRITORIAL COMMUNITY							
38541220, Communal non-commercial entity "Storozhynets Centre of Primary Medical Aid" of Storozhynets City Council	1. Storozhynets Outpatient Clinic of General Practice and Family Medicine No.2	9A Okunevska St., Storozhynets city 380373522482	✓	✓	✗	✗	✗
	2. Storozhynets Outpatient Clinic of General Practice and Family Medicine	3A Hrushevskoho St., Storozhynets city 380373522482	✓	✓	✗	✗	✗
	3. Banyliv-Pidhirnyi Outpatient Clinic of General Practice and Family Medicine	140 Holovna St., Banyliv-Pidhirnyi village 380994251658	✓	✓	✗	✗	✗



1	2	3	4	5	6	7	8
	4. Bobivtsi Outpatient Clinic of General Practice and Family Medicine	1A Nyzhnia Kozakivska St., Bobivtsi village 380665854159	✓	✓	✗	✗	✗
	5. Davydivka Outpatient Clinic of General Practice and Family Medicine	30 Myru St., Davydivka village 380373548210	✓	✓	✗	✗	✗
	6. Zrub-Komarivskiyi Outpatient Clinic of General Practice and Family Medicine	31A Shevchenka St., Zrub-Komarivskiyi village 380970596195	✓	✓	✗	✗	✗
	7. Komarivtsi Outpatient Clinic of General Practice and Family Medicine	1 Tsentralna St., Komarivtsi village 380989718787	✓	✓	✗	✗	✗
	8. Kostyntsi Outpatient Clinic of General Practice and Family Medicine	23 Holovna St., Kostyntsi village 380506907134	✓	✓	✗	✗	✗
	9. Novi Broskivtsi Outpatient Clinic of General Practice and Family Medicine	27 Storozhynetska St., Novi Broskivtsi village 380961075848	✓	✓	✗	✗	✗
	10. Panka Outpatient Clinic of General Practice and Family Medicine	65 Holovna St., Panka village 380373562210	✓	✓	✗	✗	✗
	11. Ropcha Outpatient Clinic of General Practice and Family Medicine	73 Eminesku St., Ropcha village 380951677135	✓	✓	✗	✗	✗
	12. Stara Zhadova Outpatient Clinic of General Practice and Family Medicine	18K Holovna St., Stara Zhadova village 380954972724	✓	✓	✗	✗	✗
36751712, Communal non-commercial entity "Hlybolka Distict Center of Primary Medical and Sanitary Aid"	Kupka Outpatient Clinic of General Practice and Family Medicine	70 Tsentralna St., Kupka village 380976704572	✓	✗	✗	✗	✗



1	2	3	4	5	6	7	8
MAMAIVKA RURAL AMALGAMATED TERRITORIAL COMMUNITY							
42565415, “MAC – MEDIC” limited company	1. Outpatient Clinic in Drachyntsi village	53 Shevchenka St., Drachyntsi village 380505413648	✓	✓	✗	✗	✗
	2. Outpatient Clinic in Dubivtsi village	6 Shevchenka St., Dubivtsi village 380505233388	✓	✓	✗	✗	✗
	3. Limited company	2B Olhy Kobylianskoi St., Mamaivtsi village 380505413648	✓	✓	✗	✗	✗
	4. Outpatient Clinic in Luzhany township	50A Tsentralna St., Luzhany village 380505413648 380373624288	✓	✓	✗	✗	✗

Symbols: ✓ – available service.
✗ – unavailable service.

It should be reminded that the medical guarantees program includes packages of medical services related to the provision of emergency, primary, specialized, and palliative care, rehabilitation in the field of health care, medical care for children under 16 years old, and medical care related to pregnancy and childbirth. These services are provided based on the principles of extraterritoriality and budget neutrality.¹⁰

¹⁰ The Procedure of Implementing the Program of State Guarantees of Medical Care for Population in 2024, approved by the Cabinet of Ministers of Ukraine’s Resolution No.1394, dated December 22, 2023. <https://zakon.rada.gov.ua/laws/show/1394-2023-%D0%BF#Text><https://zakon.rada.gov.ua/laws/show/1394-2023-%D0%BF#Text>



If you feel emotional stress, fear, or panic which you find difficult to cope with on your own, seek help from specialists:

National Psychological Association hotline:
0 800 100 102 (10:00 am – 8:00 pm every day)

**Emotional Support hotline,
International Organization for Migration:**
0 800 211 444 (10:00 am – 8:00 pm every day)

**Crisis Assistance and Support for Veterans
and Their Families Hotline, Ukrainian Veterans' Foundation
at the Ministry of Veterans Affairs of Ukraine**
0 800 332 029 (24-hour)

**Hotline of International Humanitarian Organization
"People in Need":**
0 800 210 160

**Hotlines of Kyiv City Center of Psychological
and Psychiatric Aid in Mental Crisis States:**
(044) 456 17 02, (044) 456 17 25

**National Suicide Prevention and Mental Health
Support Lifeline Ukraine:**
7333

La Strada-Ukraine NGO Hotline:
0 800 500 335 (mobile or landline phone)
116 123 (mobile phone)

Ministry of Health of Ukraine hotline:
0 800 602 019

All consultations are provided anonymously, confidentially, and free of charge.

On the website, Facebook page, and in the Telegram and Viber channels of the National Mental Health Program "How are you?" you will find a lot of other useful and interesting information.



**HOW AND WHERE TO SEEK
FREE PSYCHOLOGICAL
AND PSYCHIATRIC HELP**



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