El Periódico de la Salud
Albufera Contigo

FREE GUIDES FOR TRAVELLERS

Medical emergency guide for travellers in the Valencia region

The emergency number, how to use the European Health Insurance Card and what to do if you have private or travel insurance.

Authorised healthcare centre: NICA 1299 (Generalitat Valenciana)
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Centro Médico Benavides Lachaise S.L. · Av. Ramón y Cajal 17, 46470 Catarroja (Valencia) · +34 690 021 190

1. Call 112

- 112 is the single emergency number across the European Union. It is free and works 24 hours a day, 365 days a year.
- In the Valencia region calls are answered in Spanish, Valencian, English, French and German.
- You can dial 112 even with the phone keypad locked and without a SIM card, as long as there is network coverage.
- Deaf people or people with speech difficulties: SMS to 638 444 346 (voice calls not accepted).

2. From the EU, EEA, Switzerland or the UK: European Health Insurance Card (EHIC)

- It gives you access to medically necessary public healthcare during your stay, on the same terms as residents.
- Ask explicitly for "asistencia sanitaria pública" (public healthcare). If you are asked to pay upfront, you are not being treated under the public system.
- You need a doctor's referral for hospital treatment, except in an emergency. Show your card on admission or you will be treated as a private patient.
- Public ambulance transport is free. At the pharmacy you pay 50% of medicines prescribed by the public system (10% for pensioners).
- The card does not cover private healthcare or planned treatment, and it does not replace travel insurance.

3. If you have private or travel insurance

- Call your policy's assistance line first: they authorise the provider and the payment.
- Ask them to send a guarantee of payment to the centre treating you, so you do not have to pay in advance.
- At Centro Médico Benavides Lachaise we invoice the insurer directly once we receive its guarantee of payment.

4. Keep this at hand

- Passport or ID card.
- EHIC or insurance policy, with the assistance phone number.
- List of your medicines and allergies, and recent medical reports.

5. Our centre

- Centro Médico Benavides Lachaise is an authorised private healthcare centre (NICA 1299) at Av. Ramón y Cajal 17, 46470 Catarroja (Valencia, Spain). Phone +34 690 021 190.
- Monday to Friday 09:00 to 13:00 and 17:00 to 20:00.
- If you want public healthcare with your EHIC, go to a public health centre. In an emergency always call 112.

Sources

- 112 Comunitat Valenciana — Tratamiento de las llamadas
- Comisión Europea — Tarjeta Sanitaria Europea en España
- Seguridad Social — Tarjeta Sanitaria Europea

Medical review: Dra. Sureya Lachaise Calas. Last reviewed: 18/11/2026.