



Medical Information



Do you need a Doctor?

Italian Emergency number 112

Always Get a Chubb guarantee of payment (GOP) to avoid paying out-of-pocket. 001-630-694-9802 or medassist-usa@axa-assistance.us

DR. ANDREA GUERRIERO GENERAL PRACTITIONER

MedinAction Team (house-call doctors and medical consultations): +39 375 572 4686 or book online at <https://www.medinaction.com/>
 Dr. Guerriero's Phone/whatsapp: +39 320 406 5709
andrea.guerriero@medinaction.com.
 Apple/Android app [MedinAction](#).

DR. ANNA LISA BILOTTA

General Practitioner
 Salvator Mundi International Hospital.
 PHONE:+39 340 895 4259. biottaannalisa@tiscali.it

HOW TO GET YOUR INSURANCE CARD:

1. Check your email from enrollment@visit-aci.com
2. The email subject will say "Thank you for purchasing Chubb Individual Travel Assistance Program: No. CETN....." The number at the end of the subject line is your Member ID/Policy Number
3. Scroll down in the email and click on the hyperlink [here](#)
4. This will open the [CHUBB website](#)
5. Scroll down and click on the orange box "Access Your Documents"
6. Scroll down and fill out your Date of Birth, your Member ID Number (that was sent in the subject line of the email mentioned above) and Coverage Start Date (The day the program began).
7. This will open a page with all your CHUBB Insurance info.

[Our Plans](#)
[Start A New Quote](#)
[Continue An Existing Quote](#)
[Access Your Documents](#)

This program is designed primarily for educational travelers, but anyone may enroll. Coverage is only available when you are traveling outside your Home Country or country of permanent residence.

Please provide the following information to access your documents:

Birth Date of Primary Traveler*
 Member ID Number
 Coverage Start (Departure) Date*

How to obtain a guarantee of payment (GOP)

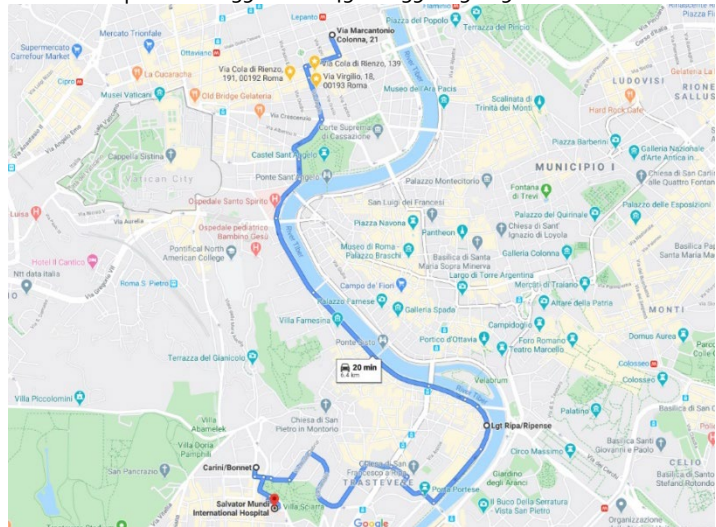
Please call the 24-7 travel assistance telephone number on your insurance ID card and the 24-7 travel assistance team will arrange direct billing with the provider so that you don't have to pay out of pocket. The telephone number is 001-630-694-9802 (from outside of the United

States). Please obtain a GOP before going to the hospital or having Dr. Guerriero come and visit you on campus. If you do not present your card during your appointment and/or do not obtain a GOP, you will be charged for the visit and you will have to file a reimbursement claim with Chubb. It is recommended you carry your Chubb insurance card with you at all times. **Make sure you retain all receipts from medical visits and prescriptions for reimbursement claim purposes.**

SALVATOR MUNDI INTERNATIONAL HOSPITAL

English speaking staff and doctors. Call MedinAction or Dr. Andrea Guerriero to set up an appointment. **BRING PASSPORT TO APPOINTMENT & GOP**

Tel: +39 320 406 5709 andrea.guerriero@medinaction.com.
 Central Hospital line: +39 06 612 451 +39 06 588 961



Location: Viale delle Mura Gianicolensi 67.
Directions from Campus: Take bus #280 from campus (in front of Mondo Arancino Pizza).

Ride the bus 12 stops and get off at the LGT RIPA/RIPENSE stop. From this stop, take bus #44 another 8 stops and then get off at the CARINI/BONNET stop. Then walk 2 minutes to the hospital (see map).

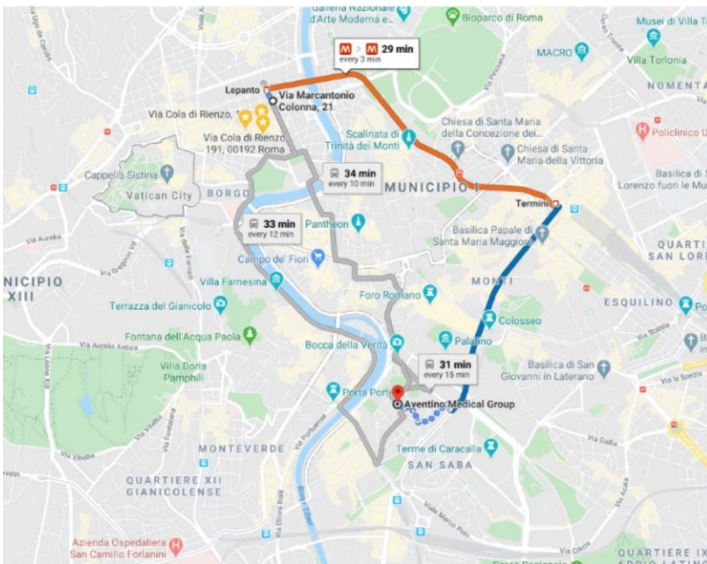
To return to campus: Take bus #44 from the BONNET/CARINI stop for 7 stops to the CLODIO stop.

AVENTINO MEDICAL GROUP

English speaking staff and doctors. Call to set up an appointment. **BRING PASSPORT TO APPOINTMENT & GOP**

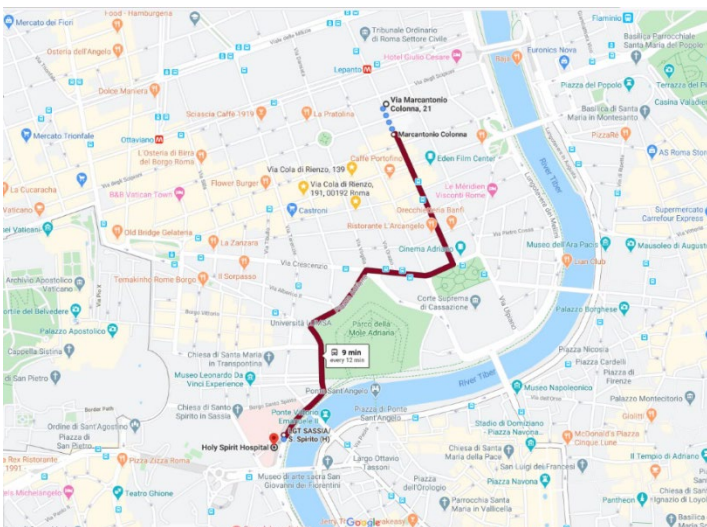
Tel: +39 06 578 0738 www.aventinomedicalgroup.com.
 Offices are open Mon-Fri, 9am-7:30pm.

Location: Via Sant'Alberto Magno 5 (1st Floor, Apt. 3), Metro Line B: CIRCO MASSIMO stop.



Directions from Campus: Take the A line from the Lepanto stop (direction Anagnina). At the Termini stop, transfer to the B line (direction Laurentina). Get off at the CIRCO MASSIMO STOP. Walk down Via del Circo Massimo. Take a left onto Via di Valle Murcia, which turns into Via di Santa Sabia. Make a left onto Via Sant 'Alberto Magno. Look for building #5. If you reach Via Eufemiano, you've gone too far.

To return to campus: Take Via di Santa Sabina back to Via di Valle Murcia and then take the B line metro (direction Termini station). At Termini transfer back to the A line (direction Battistini) and exit the Lepanto stop.



Mental Health providers covered

St John's University Mental Health Helpline:
 +1 718 990 6352
 Please call again if first call goes unanswered

Chubb (AXA) insurance mental health hotline: + 1 855 327 1425

To book an appointment directly with the mental health professional through Chubb (Axa) call: +1 630 694 9802

(BRING PASSPORT TO APPOINTMENT & GOP)

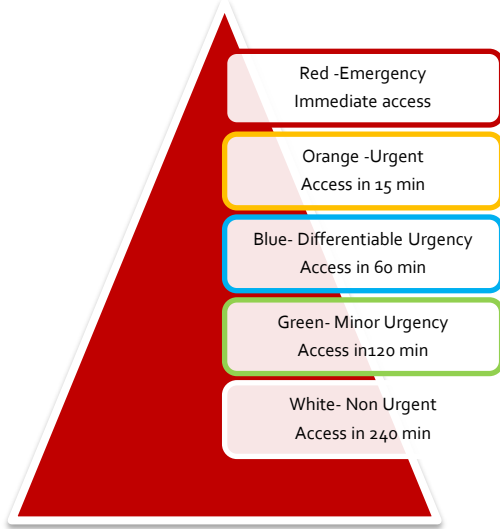
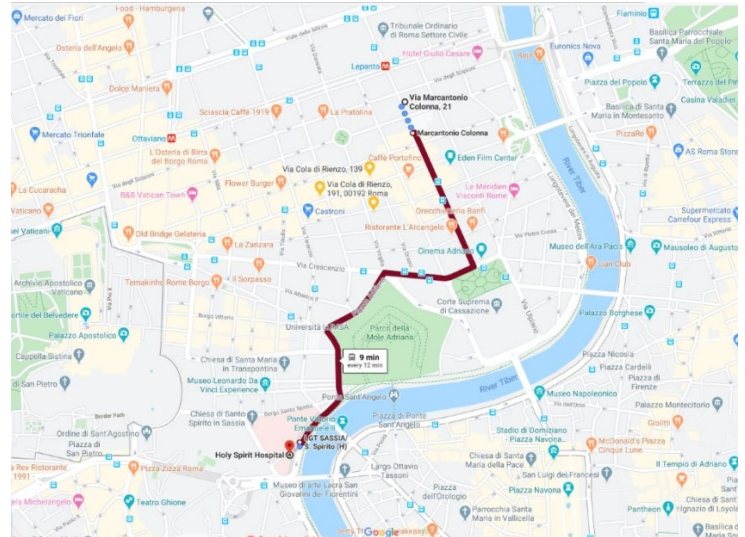
Dr Nicola Petrocchi Psy.D, Ph.D.
 Phone: +39 340 949 8265
 Email: npetrocchi@johncabot.edu

Dr. Fabia Banella. Psychologist.
 Office at Piazza del Fante 10 (bell ISIPSè, 1st floor).
 Phone: +39 320 631 8970.
 Email: fabia_banella@yahoo.it

Emergency Room Visits:

There are a number of serviceable emergency rooms in Rome, the closest being **OSPEDALE SANTO SPIRITO IN SAXIA**

Address: Lungotevere in Saxia, 1 Tel. +39 06 68351



Italian emergency rooms use the "triage" system, meaning that they determine the priority of patients' treatments based on the severity of their condition. Patients whose lives are in danger will be seen first. The wait time in Italian emergency rooms is often very long, anywhere from 1-4 hours or more. If it is a life or death situation,

you will be seen right away. However, less serious health issues will often be ended to last and the wait can be quite long. In the emergency room you will be given a number and a color based on the severity of your condition (red being the most serious, green and yellow being less grave.)

For non-life threatening situations, please get in touch with Dr. Andrea Guerriero who can advise you on the best place to get medical treatment. If there is an emergency you can call **112** the equivalent of 911. Taxis can also be useful in getting to the hospital, provided the student is well enough to arrive at the hospital without immediate assistance. You can always ask an administrator if you need assistance.

