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Date: 20.11.2015

## ANNOUNCEMENT

### Results of a new call centre for chronic patients

As for the implementation of the Project "The Fund takes care of the chronically ill" of the Government of the Republic of Macedonia, we would like to inform about the latest results of the calls to employees of the Fund with regard to the care of the chronically ill. The communication within the call centre is via phone calls, sms messages and e-mail with insureds who are suffering from chronic cardiac diseases, renal disease and diabetes.

So far, 10 teams of employees of the Fund have contacted 10.000 insureds with diabetes, and cardiac and renal diseases, of the envisaged 154.531 insureds. We may ascertain with great satisfaction that during this period of one month, we have received positive feedback from the insureds contacted.

Insureds were encouraged by our calls, and were interested in other rights arising from health insurance, which within the competencies of the Fund, such as: exercising the right to orthopaedic aids, the right to medical rehabilitation as extended hospital treatment, and have requested additional information about medicines on the positive list.

As we have informed the public, our teams are comprising employees from the larger regional services, such as: Skopje, Tetovo, Shtip, Bitola, Strumica, Veles, Prilep and Kumanovo. They are calling the insureds with this three chronic diseases to remind them about the examinations that should be regularly done, and to inform them of the complexity of the disease in order to prevent the possible progression of said disease.