



ФОНД ЗА ЗДРАВСТВЕНО
ОСИГУРУВАЊЕ НА МАКЕДОНИЈА

www.fzo.org.mk

Адреса: Македонија бб, 1000 Скопје
Тел.: 02 3289 000
Централа.: 02 3289 000
Факс: 02 3289 048
Е-пошта: info@fzo.org.mk



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ANNOUNCEMENT

Results of the call centre for chronic patients

The realisation of the Project “The Fund cares for the chronically ill” of the Government of Republic of Macedonia, as per the newest results of the calls of the Fund’s employees in charge of the care for the chronically ill, who so far via phone calls, sms, and e-mail contacted 29.214 insureds with diabetes, cardiac and kidney diseases, is underway in accordance with the envisaged schedule.

From the past experience of the 10 teams of Fund’s employees, who have contacted the insureds in the period between October 1st, 2015 and present day, we may ascertain with great pleasure that we have continued to encounter a positive feedback from the contacted insureds.

Many of the contacted insureds are familiar with the severity of their disease and have the basic information on their therapy, diet and life style. Still, there are insureds that even knew they were sick, were not sure of the consequences of untimely visits to a physician and administration of the appropriate treatment. During the interviews with the insureds and the suggestions of our employees, these insureds have agreed to act more responsibly with regards to their health and to listen to the physicians’ recommendations.

The insureds were interested in their other rights arising from health insurance, which are 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. Insureds were also, during their conversations with our teams, interested in the use of the Fund’s new electronic services.

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.