IDA-TALLINNA KESKHAIGLA

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Ravi 18, 10138 Tallinn
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E-post info@itk.ee
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Help lines

East Tallinn Central Hospital helpline

- **East Tallinn Central Hospital Radiological examinations hotline: 666 516** Mon to Fri 08:00-16:00 for information on radiological examinations. The hotline is operated by a radiology technician.

Other hotlines and helplines

- **Family physician's helpline 1220 or +372 634 6630** – in the case of simpler health problems, family physicians and nurses provide advice 24 hours a day in both Estonian and Russian. You can ask for advice in English every day from 15:00 to 17:00. In the case of health problems that require more urgent intervention, the call is forwarded to the Alarm Centre. It is also possible to get personalised counselling on the family physician's help line. To provide more detailed health advice, with the permission of the person, the counsellor can see the caller's health information (e.g. diseases suffered, prescribed medicinal products and previous tests) and a summary is sent to the Patient's Portal. Call charge based on the operator's price list.
- **Paediatric helpline 1599** – a helpline for health problems affecting children; paediatricians offer advice. Counselling is available Mon to Fri 15:00-22:00 and on Saturdays and Sundays 08:00-22:00. Call charge is 1 euro per minute.
- **Poison Information Line 16662** – nurses and physicians with long-term emergency medical experience advise anonymously around the clock on poisoning and allergic reactions (household chemicals, overdoses, fungi, plants, alcohol, insect and animal bites, etc.) and help find the most appropriate course of action quickly. Call charge based on the operator's price list.
- **Estonian Health Insurance Fund helpline 669 6630**. Mon to Thurs 08:30-16:30 and Fri 08:30-14:00. Call charge based on the operator's price list.
- **Helpline of the Social Insurance Board 16106 or 612 1360**. Mon to Thurs 09:00-17:00. Call charge based on the operator's price list.
- **Helpline for questions related to the coronavirus 1247 or 600 1247**
- **Pregnancy crisis counselling 800 2008** Mon to Sun 09:00-21:00. The pregnancy crisis counsellors at the Väärtustades Elu (SAVE) Foundation provide initial support and information via telephone conversation and identify opportunities for further assistance in a situation of crisis. If necessary, recommendations are given to turn to different specialists. Counselling is confidential and takes place in Estonian, Russian as well as English. The service is free of charge.
- **Lifeline counselling** – emotional support and psychological and social counselling.
- **Helpline of the Estonian Cancer Society: landline 800 2233 and mobile 631 1727** for information on cancer-related questions, including prevention, early detection, diagnosis and treatment. Mon to Fri 10:00-12:00 and 18:00-20:00.