

IDENTIFYING A CZECH CITIZEN IN A FOREIGN PHARMACY

1. Identification:

- Passport number (8 digits)
- National citizen card (9 digits)

Pictures of documents:

CITIZEN CARD:



PASSPORT:



2. ePrescription ID:

After inserting the document number, the pharmacist has to insert the **ePrescription identifier** into the system (**12-characters, numbers/letters, zero not used**). This can be either done by **scanning the QR code** or **typing the number/letter combination** that the patient provides (usually an SMS, e-mail, app or printed version).

Typically looks like this:



The ePrescription national/cross-border service is available for all CZ citizens.

No preliminary opt-in is necessary. The service is opt-out only.

Here is the list of Czech pharmacies connected to cross-border services:

https://epreskripce.gov.cz/o-ereceptu/preshranicni-erecept/aktivni-ceske-lekarny/?%3Ar1%3A-page=1&%3Ar1%3A-order=%7B%22column%22%3A%22iq_identificationNumber%22%2C%22direction%22%3A%22dsc%22%7D

If there are issues, it is possible to contact the CZ NCP Call Center (we speak English)

Telephone: +420 605 660 997

WhatsApp: +420 734 694 554

E-mail: cz-ehealth-dsi-support@nixzd.cz

HelpDesk: <https://ncp.nixzd.cz/helpdesk/>