

zdrowiej z enel-med



How to book an appointment?

Medical services	 Appointments for consultations and tests	 Home visits	 Emergency services
at enel-med centres	via mobile application, via online system, by contacting the call centre	First Medical Line	
at partner facilities	by contacting the facility directly, list of facilities is available at www.enel.pl	First Medical Line	



Call Center **22 23 07 007**
Mon-Sat: 7.00–21.00 Sun: 8.00 – 17.00



501 111 999
24h First Medical Line



Reminders about appointments scheduled at enel-med centres

Call Center

You can make an appointment for a visit or examination at all enel-med centres.

First Medical Line

Provides assistance in urgent situations: home visit, urgent visit at the centre in the event of a serious injury, or visit to a general practitioner or orthopaedist on duty. All consultants are medical professionals.

Partner facilities

The list and contact details of partner facilities are available at www.enel.pl and in the Enel-Med application.

Mobile applications*

Install the mobile app to have access to the following features:

- book and cancel appointments,
- book ultrasound examinations,
- download test results,
- get doctor recommendations from your last visit,
- find the closest enel-med centre,
- search for partner facilities,
- skip the queue at the reception desk and check-in for your appointment online,
- find the best rated specialist,
- sign up on the waiting list and get notified about open appointment slots that suit your needs.



Pobierz aplikację już dziś



*Receive the login to the Patient's account at the reception of the Enel-Med department and activate it on the website online.enel.pl/ in the mobile application or use the online registration [mojeID](#).

The latest service offered in the application - Reserve List

By indicating in the application the type of service you need, you will receive notification on the phone when another patient resigns from the visit matching your search criteria.

Services available:

- Consultation / teleportation
- Magnetic resonance imaging (RM)
- Computed tomography (CT)
- ultrasound
- X-ray
- Rehabilitation
- Dentistry
- Laboratory tests
- Vaccinations



Always cancel an appointment if you can't make it

We would like our doctors to always be available to our patients, and to ensure the shortest possible waiting time for examinations and consultations. Unfortunately, a large number of un-cancelled appointments adversely affect the availability of our doctors. This is why it is so important for patients to cancel the appointments they can't make. We may all at some point find ourselves in a situation when we need an urgent appointment but no doctors will be available.

We value your time and convenience, which is why we present four easy ways to cancel appointments at enel-med centres.

Coś Ci wypadło i **nie przyjdiesz na umówioną wizytę do lekarza**? Nie zapomnij odwołać terminu.



NAJSZYBCIEJ



Wyślij **SMS zwrotny**
z 4 cyfrowym kodem

NAJPROŚCIEJ



Zaloguj się do systemu
enel-med on-line

NOWOCZEŚNIE



W aplikacji **enel-med**
w swojej komórce

KLASYCZNIE



Zadzwoń na infolinię
pod numer **22 23 07 007**

Complaints and feedback

If you want to submit a complaint or send us feedback on the quality of our services, please write to us: opinie@enel.pl. Please describe the event in detail, and if you are reporting an event on behalf of a partner or child – include their personal details. We will respond within 14 business days.

Medical appointments accessibility standards

According to the agreement, you can book medical appointments in accordance with the following accessibility standards.

Note! To make an appointment in accordance with the accessibility standards, you must mention them when speaking with the call centre dispatcher. accessibility standards are not visible in the mobile application.

What are accessibility standards?

- We offer the earliest appointment date possible in the department within the guaranteed waiting time.
- The guaranteed waiting time does not include Sundays and holidays (in accordance with the provisions on non-working days).
- If you don't want to take the appointment proposed by us because it doesn't meet your preferences in terms of a specific doctor, location or time, we cannot guarantee that the appointment meeting your requirements will take place within the guaranteed waiting time.
- They don't apply to paediatric specialists - except for visits to the paediatrician

Specialisation	Waiting time for appointments at Enel-Med centres	Waiting time for visits to partner facilities
general surgeon	6 days	7 days
dermatologist	6 days	7 days
gynaecologist	6 days	7 days
internist	24 h	4 days
cardiologist	6 days	7 days
laryngologist	6 days	7 days
family medicine doctor	24 h	4 days
neurologist	6 days	7 days
ophthalmologist	6 days	7 days
orthopaedist	6 days	7 days
paediatrician -	24 h	4 days