

DKV – COVID Information

Full details on this link: <https://eng.dkvseguros.com/medidas-clientes-por-covid-19>

New Vaccine

During the state of alert, if you have symptoms or have been in contact with a positive patient, you can take a quick antigen test **under medical prescription**.

How to request it

1. Through our **Quiero cuidarme Más** app. Click on "**COVID-19 antigen test request**". Once inside, a chat will start with a medical professional. Explain how you feel and the specialist will ask you a series of questions to assess your case, and they will request a test for you if necessary.

If the doctor **prescribes the test**, your voucher/prescription will appear in the "Health folder," in the 'Teleconsultation' subfolder, next to a search engine by province where you can locate the associated clinical analysis centre for you to visit.

2. Through the website testantigenos.dkvseguros.com, identify yourself as a customer using your personal details and answer the medical assessment questionnaire. If the doctor prescribes the test, you will receive your voucher by email together with a search engine by province to locate the closest test centre where you can take the test.

If the doctor considers that it is **not necessary for you to request an antigen test** due to your symptoms or contact, but you wish to take it anyway, as a DKV customer you can take this test and others at a lower-than-market price through [DKV Health and Well-being Club](#).

More information about [antigen tests](#)

Antigen Test

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PCR Application

Health insured persons and mutual society members who visit doctors or associated centres due to experiencing any symptom and where the **doctor requests a PCR test** to confirm or rule out COVID-19 may take this test using the policy in the following cases:

1. If you are a mutual society member or the private policy includes the "tests and specialists" module.
2. If the doctor has made a written request for the test in order to assess the clinical symptoms of suspected COVID-19, which the patient is experiencing at the visit.
3. If the request for the PCR test is not a preventive requirement for any other examination, treatment or admission for another illness.

Request via WhatsApp

It is very easy to request via WhatsApp by calling [+34960160602](tel:+34960160602). To do so, add that number to your contacts and send a message via the WhatsApp application. Remember to have the **photo or image of the doctor's prescription/request** handy.

And you will receive the authorisation by email to go to one of the [network-affiliated clinical laboratories](#).

What are the symptoms of COVID-19 and when should I see a doctor?

In accordance with the provisions set forth by the health authorities, DKV assumes conducting the diagnosis of cases with clinical suspicion and providing healthcare in confirmed cases, within the limits, scope and healthcare network established by your insurance.

The epidemiological surveillance of close contacts, including the possible conduction of diagnostic tests or their clinical monitoring, is legally the responsibility of the public health services of your autonomous region.

Private customer

- **Citizens are asked not to go to A&E** at any hospital or health centre to reduce the risk of transmitting the virus.
- Call the 24-Hour DKV Physician on 976 991 199 or arrange a telehealth consultation through the [Quiero cuidarme Más app](#).
- If hospitalisation is recommended once your situation has been assessed, the centre will refer your case to 061 or 112 if they consider it likely that you are infected with COVID-19, in accordance with the established protocol.
Hospitalisation for treatment may be in a private or public hospital, according to instructions from the health authorities.
- Private patients who do not have DKV coverage in public hospitals must go with their public health card and follow the same protocol.

Mutual insurance companies MUFACE, MUGEJU

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- Citizens are asked not to go to A&E at any hospital or health centre, to reduce the risk of transmitting the virus.
- **If you experience any emergency signs** (such as shortness of breath or very high fever), call the MUFACE/MUGEJU Emergency Coordinating Centre at **900 300 799**.
- If admission to a hospital is recommended once the case has been assessed, you will be referred to 061/112. Admission could take place in a public or state-assisted hospital, depending on what your autonomous region's health authority indicates.