

Q: I am not feeling well (I am ill) but I don't have a trusted medical practitioner. How can I receive medical help during the state of emergency?

If you suspect that you have contracted COVID-19 or experience symptoms of acute respiratory infection, please follow the guidelines for "[PREVENTIVE MEASURES AGAINST ACUTE RESPIRATORY infections, INCL. COVID-19](#)".

If you suffer from other medical conditions you may contact the assistants from the Dean's office or the Student affairs' office who will assist you in contacting a medical practitioner.

Q: What should I do if I have a medical or other kinds of emergency?

The emergency services in Bulgaria are fully functional.

If you are experiencing an immediate emergency you may dial as usual the European emergency number 112. It is possible to call 112 from a mobile phone without a SIM card. 112 calls are answered within 4 seconds. Calls can be answered in English, French, German, Italian, Spanish, Greek, Romanian, Turkish or Russian. Caller location is automatically activated when the call is answered.

Alongside 112, the following emergency numbers are available:

150 – Ambulance

166 – Police

160 – Fire brigade

Q: These situation with the COVID-19 pandemic, social distancing and state of emergency are too challenging for me and I am feeling unusually stressed. Where can I get help?

If you are feeling challenged, overstressed, scared, lonely, depressed etc you may use the help of the [Counseling service](#) established by our University. To contact a counselor please send an email to this address: counseling@mu-varna.bg

The consultations are confidential and free of charge for students from the Medical University.