



UNIVERSITÀ DEGLI STUDI DI TORINO

Direzione Attività Istituzionali, Programmazione, Qualità e Valutazione
Area Internazionalizzazione - Sezione Mobilità e Didattica Internazionale

COVID-19 EMERGENCY FAQS OR EXCHANGE STUDENTS 2019/2020

v06 updated on 12/06/2020

Following the Italian Government guidance the **University of Turin has decided to suspend all new incoming and outgoing mobilities within the Erasmus+ program or any other international exchange program previously planned for the second semester of a.y. 2019-2020.**

Incoming students who are still in Turin or that already left can continue their exchange remotely via online classes and online assessments.

A. How will exams take place?

The University has moved both oral and written exams online. You will receive further information on this by the relevant Professor and/or office. Please bear in mind that spring exam session usually takes place in May/June/July. For further information visit the dedicated webpage:

English version: <https://en.unito.it/coronavirus-updates-unito-community/online-teaching>

Italian Version: <https://www.unito.it/ateneo/gli-speciali/coronavirus-aggiornamenti-la-comunita-universitaria/didattica-alternativa>

B. How do I register the end of my mobility (both in presence or in distance learning)?

Please refer to the instructions sent via email and to the information available in “registering the end of your mobility 2019-2020” document on our webpage: <https://en.unito.it/international-relations/students-mobility/exchange-students-and-erasmus-mobility>

C. I ended my mobility before the emergency started. When will I get my Transcript of Records and my certificate of attendance?

We are working on this as well, however, it may take longer than planned. Your home universities have been contacted and are aware of this. For any urgency (such as graduation) please contact us accordingly through your home university as well. Due to the current emergency we ask for your patience and understanding

D. How do I access healthcare in Turin?

For all emergency (Pronto Soccorso), Covid-19 included, healthcare assistance is guaranteed regardless of any type of medical insurance and with no extra costs.

If you feel like you might have suspicious symptoms related to COVID-19 (most commonly fever, dry cough, shortness of breath), please make sure to:

Vicolo Benevello, 3/a – 10124 – Torino
Tel. (+39) 011.670.44.25 | Fax (+39) 011.236.10.17
E-mail: internationalexchange@unito.it



UNIVERSITÀ DEGLI STUDI DI TORINO

Direzione Attività Istituzionali, Programmazione, Qualità e Valutazione
Area Internazionalizzazione - Sezione Mobilità e Didattica Internazionale

- **Call the Regional Emergency toll-free number 800.19.20.20:** be ready to answer some questions related to your whereabouts, latest travels, health condition etc... Be specific and follow their guidelines and advice. The service is available **24/7**
- **112 - Common Emergency Telephone Number:** for **emergency** medical services
- **National Information Centre on COVID-19: 1500.** For general information valid nationwide
- **Guardia Medica: 0115747.** non-urgent medical services at night-time (from 8 pm to 8 am) or weekends (from 10 am to 8 am on the closest working date). **The service is free of charge.**

Do not enter the Pronto Soccorso (hospital emergency room) without signalling your symptoms first and keep the safe distancing measures!

In all other *non-emergency cases*:

1. If you applied for a health insurance with the **Italian National Health System (Sistema Sanitario Nazionale - SSN)** you can choose a general practitioner ("*medico d base*") in the area where you live without extra costs.

For further information please check the Edisu website:
<https://www.edisu.piemonte.it/en/faq/faq-sale-studio-e-altri-servizi/faq-health-care-information>

2. If you have a **European Health Insurance Card** (in Italian called "TEAM") released from another European country, first contact your doctor or the competent health authorities in your home country to gather information on how to use your card and then take it with you to a general practitioner near you.

For further information please check the Edisu website:
<https://www.edisu.piemonte.it/en/faq/faq-sale-studio-e-altri-servizi/faq-health-care-information>

3. If you have a private insurance (either European or non-European) please contact your insurance company at first to understand what services are included and so that they can provide you the name of a doctor and or clinic/hospital that are affiliated to them. Take your insurance documents with you as well.

E. What is the situation now in Italy and Turin? How can I keep updated?

Please check the following pages for regular updates:

Unito webpage - Italian version: <https://www.unito.it/avvisi/coronavirus-aggiornamenti-la-comunita-universitaria>

Unito webpage - English Version: <https://en.unito.it/news/coronavirus-covid-19-update-unito-community>



UNIVERSITÀ DEGLI STUDI DI TORINO

Direzione Attività Istituzionali, Programmazione, Qualità e Valutazione
Area Internazionalizzazione - Sezione Mobilità e Didattica Internazionale

FAQ curated by the Italian Ministry of Foreign Affairs:
https://www.esteri.it/mae/en/sala_stampa/archivionotizie/approfondimenti/farnesina-al-lavoro-per-una-corretta-informazione-all-estero.html

Read the World Health Organization's advice for the public: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>