



**Date 14 May 2019**

## **MEDIATION BRIEFING**

### **Priority for PWD in hospitals following the Ombudsman's intervention**

A patient with a disability went to the AHEPA hospital for a medical examination. He informed the clerk of his capacity as a PWD and requested that to be served as a matter of priority, but the hospital clerk refused to accommodate him and questioned his disability because it was not obvious.

The Ombudsman sent a document to the hospital administration, arguing that disabilities are not always visible and asked to be informed on how the hospital implements the provisions regarding service of persons with disabilities as a matter of priority.

The hospital informed the Greek Ombudsman that, in accordance with the relevant circular, they posted signs informing citizens that service of PWD is prioritised, whereas it stated that they made sure that all citizens had access to health services while respecting equality and non-discrimination.

**Further information:** +30 213 1306600, [press@synigoros.gr](mailto:press@synigoros.gr)