FAQ

1. How do I pay for the medical package?

An invoice for the medical package is issued by the 5th day of each month.
You will receive it either by email or by post, depending on the terms agreed in your contract.
You have at least 10 days from the date of delivery to settle the invoice.
Payments can be made via bank transfer or at a post office.

2. Who should I contact regarding payments or changes to the contract?

For any matters regarding payments or changes to the contract, please contact the Fortum Customer Service Team.
Call 122 100 000 or email infopolska@fortum.com

3. How do I book an appointment?

You can book an appointment:
- via the LuxMed helpline - 22 33 22 888,
- via the Patient Portal available at www.luxmed.pl (after registering and activating your account),
- via the e-centre messenger at www.luxmed.pl,
- in person at a facility,
- by any other means indicated by LuxMed

4. How do the availability standards work?

Availability standards define the maximum waiting time for a doctor's appointment or a medical test at LuxMed facilities - both their own and partner facilities.
If LuxMed fails to provide the service within the specified time, you may attend an appointment at another private facility and apply for a refund (reimbursement).
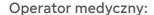
The guarantee of an appointment date specified in the availability standards applies to access to a specific health service within the administrative boundaries of the locality and within a 30 km radius of the boundaries of the locality where an own facility under the LUX MED or Medycyna Rodzinna brand is located.
The guarantee does not apply to:
- availability at a specific medical facility,
- availability of a specific doctor requested by name by the Entitled Person,
- availability of a specific member of medical staff,
- availability within a specific time slot preferred by the Entitled Person.

To claim a refund, an application must be submitted to LuxMed within 3 months of using the service.

Postal address:
LuxMed Sp. z o.o.
Al. Jerozolimskie 94
00-807 Warszawa
With the note: Refundacja

Fortum Marketing and Sales Polska S.A.
Marynarki Polskiej 197, 80-868 Gdańsk
infopolska@fortum.com www.fortum.pl
FAQ_LM_1/2025

Wybierz Fortum Med
122 100 000

1/3

FAQ

The documents are available at the following links:
* Availability Standards
https://sklep.fortum.pl/app/uploads/2024/10/fortum_med_-_standardy_dostepnosci_1_.pdf
* Refund Application Form
https://sklep.fortum.pl/app/uploads/2024/10/wniosek_o_refundacje_lux_med.pdf
or on the Fortum website in the "Pliki do pobrania" section.

5. I do not appear in the LuxMed system - what should I do?
Please check that the details in your contract are correct. If everything is accurate, contact Fortum Customer Service Team.
Call 122 100 000 or email infopolska@fortum.com.

6. How do I register on the Patient Portal?
Go to https://portalpacjenta.luxmed.pl and create an account.
To obtain full access to e-booking, please report to the reception desk at a LuxMed facility - once your identity is confirmed, a staff member will activate access.

7. Can I change my medical package?
Yes, you can change your medical package, regardless of whether you wish to upgrade or downgrade. The change is possible after 12 months from the activation of the package or from the last change.
To request a change, please contact the Fortum Customer Service Team.
Call 122 100 000 or email infopolska@fortum.com

8. Is it possible to book an appointment with a doctor who speaks English/Russian/Ukrainian?
Yes, Luxmed employs doctors who speak these languages.
Please state this requirement when booking your appointment

9. How can I add a dental package to my medical package?
To purchase a dental package, please contact the Fortum Customer Service Team.
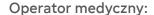Call 122 100 000 or email infopolska@fortum.com.

10. Can I choose the doctor I wish to see?
Yes, you may specify a preferred doctor.
However, please note that in such cases availability standards may not apply, and the waiting time may be longer.

11. Can I use the services only in my city or throughout Poland?
You can use LuxMed services throughout Poland - both at their own facilities and at partner locations.

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FAQ_LM_1/2025

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122 100 000

2/3

12. When will my package become active?

The start date of the package depends on the date the contract is signed and the payment is made.

*   If the contract is signed between the 11th and the 25th day of the month, the package will be active from the 1st day of the following month.
*   If the contract is signed between the 25th day of the previous month and the 10th day of the current month, the package will be active from the 15th day of the current month.

The package can be activated no earlier than the 1st or 15th day of the month.
You will be informed of the exact activation date via SMS.

13. What is the difference between residence card insurance and a medical package?

The insurance required for a residence card covers medical costs only in emergencies and up to a specified amount.
The medical package provides access to private consultations and tests at LuxMed - without a referral and with no financial limit.
The medical package does not meet the legal requirements for obtaining a residence card.

14. How do I terminate the medical package contract?

You may terminate the contract with a 3-month notice period. The notice of termination can be sent:
*   by post to the Fortum address: ul. Marynarki Polskiej 197 80-868 Gdańsk,
*   as a scan or photograph of the handwritten signed document to infopolska@fortum.com,
*   as an email message (provided you send it from the email address indicated in the contract).

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FAQ_LM_1/2025

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3/3