

MEDICAL



Healthcare in Armenia combines both public and private medical services. The main directions are regulated by the Ministry of Health. The country has a system of a basic mandatory package of free services (for example, emergency care, childbirth, treatment of children under 18, and certain chronic diseases). Other services are usually paid for directly by patients or through voluntary health insurance.

Leading clinics and specialized centers are concentrated in Yerevan, while regional infrastructure is less developed but gradually being modernized. In recent years, digital technologies and telemedicine have been actively introduced, along with programs for disease prevention and reproductive health support.

A strong side of the system is the high qualification of specialists: many doctors have international experience and apply modern methods. The largest and best-equipped medical centers are concentrated in Yerevan, including cardiology, oncology, and reproductive clinics. In the regions, infrastructure is less developed, although in recent years steps have been taken to modernize hospitals, improve access to quality care, and introduce telemedicine.

Special attention is given to disease prevention, vaccination programs, combating non-communicable diseases, and protecting reproductive health. The government also plans to introduce a system of universal health insurance in the future to reduce the financial burden on the population and ensure more equal access to healthcare services.

It should be noted that while diseases such as tuberculosis are considered a high risk, and neither Poliomyelitis nor Malaria have been noted in over a decade.

NOTE: If you are looking for work, particularly out of Yerevan, in the medical field, [click here](#) for a list of vacancies. NGOs like [VIVA Foundation](#) and [Health For Armenia](#), can also help professionals to find a job in the medical field.

NOTE: Diseases the government will help you pay for treatment are [included here](#).

Diabetes in Armenia is considered a social disease. The state has developed a diabetes care program, according to which patients can receive free endocrinologists' consultations, undergo examinations in district clinics and receive vital medications (insulin and sugar-lowering tablets) for free.

Since 2010, the [Yeraz Charitable Fund](#) has been operating in Armenia, the country's only leading program for providing diabetic children with insulin and sugar-lowering medication. "Yeraz" closely cooperates with the endocrinological department of the "Muratsan" clinical complex of Yerevan State Medical University.

► MEDICAL CONFIDENTIALITY AND PROTECTION OF PERSONAL DATA

The Republic of Armenia under [Article 5 \(c\) of the Law on Medical Assistance and Service to Population](#) guarantees that all patients have the right to confidentiality regarding the very fact they consulted with a physician as well as the state of their health and any information gathered during examinations, diagnostics, and treatment. Moreover, Article 19 (c) of the same Law sets out the obligations of medical care and service providers to respect their patients' confidentiality, except in cases provided for by Armenian legislation (for example, when the disclosure is required by law enforcement agencies). According to Article [Article 145 of the Criminal Code of the RA](#) patient data can be disclosed only upon request of the courts, the prosecutor's office, authorities carrying out investigations, and other authorized entities in situations and according to procedures set by law.

Currently, Armenia is in the stage of legislative reforms in this area. Amendments to the law on medical care and public services will be introduced soon which will provide a better regulation of the relationship between patients and health workers, while e-health system [ARMED](#) was already introduced.

► RIGHT TO COMPLAIN

As to filing a complaint about a doctor, Article 19 of [the Law on Medical Assistance and Service to Population](#) vaguely states that "medical service implementers" bear responsibility for dealing with illegal or improper medical activities, particularly where fault has caused damage to human health. It is quite unclear where to file a complaint about improper medical service delivery. However, in such cases we recommend first of all to report to the administration of the clinic if some minor violations take place and the solution can be found via negotiations. Based on the severity of the case, you can also protect your rights by lodging a complaint to Human Rights Defender or bring action in court.

Please see below other opportunities to submit a complaint:

- Hotline of Human Rights Defender – 116, +374-96-116100
- Hotline of Yerevan Municipality – 105, +374-11-514000
- Hotline of the Ministry of Health – 8003
- Hotline for citizens' complaints and appeals of staff of the Prime Minister of the RA – 117, +374-10-527000

NOTE: [An online system](#) makes it possible to submit an application, request or complaint without visiting a state body

► LANGUAGE OF MEDICAL CONSULTATIONS

Language barrier for non-Armenian speakers is quite an obstacle when it comes to medical consultations. However, for Russian speakers have nothing to worry about since the overwhelming majority of doctors in Armenia speak Russian and can easily switch to it during their consultations. As for English, not all doctors have good language skills to an extent letting them easily consult a patient in English. You can though book an interpreter for medical consultation at the clinic.