

Student Survival Guide



Palacký University
Olomouc





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**"The expert in anything was once a beginner."
– Helen Hayes**



Welcome to your adventure!

**This guide will help you get better oriented (or at least
avoid some of the mistakes you are likely to make 😊)**



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Meet Your Guardian Angel

Mgr. Veronika Glogarová

Your go-to person for everything from "Where's the bathroom?" to "Help, I'm having an existential crisis!"



Office: Room 5.086, Main building, right wing, 4th floor



Phone: (+420)585632715



E-mail:
veronika.glogarova@upol.cz

Pro tip: Don't be shy! I am here for you. Use this resource!



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The Sacred Documents

These are your lifelines in Czech Republic!
Treat them like the precious gems they are!

- **Long-term residence permit** - Your golden ticket to stay
- **Long-term visa** - Your entry pass to the EU club
- **Biometric data** - Your very own high-tech ID
- **Health insurance** - Because nobody plans to get sick (but Murphy's Law...)

Remember: Our excellent registrars will provide all up-to-date info. They're like Wikipedia, but for bureaucracy!



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When Documents Go Missing

First rule of Document Club: WATCH YOUR STUFF! 🧐

🔒 If your biometric card is STOLEN:

- Report to **Česká policie** or **Městská policie**
- Get police record
- Go to OAMP with police record
- Get new biometric data taken (same day!)

😬 If your biometric card is LOST:

- Go directly to OAMP
- Fill out the "I messed up" form
- Get new biometric data taken
- Pay the fee (ouch!)

Emergency contact: If this happens, contact your tutor ASAP! Don't suffer in silence! 



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Other Important Stuff That Can Disappear

Golden Rule: Always carry your biometric card, passport, or at least a copy. You never know when you'll need to prove you're you! 🤖

Credit Card

- **BLOCK IT IMMEDIATELY!**
- ČSOB: 495 800 111
- Česká spořitelna: 800 207 207



Passport

- Contact your embassy in Prague + OAMP

ISIC Card

- Contact registrars

Note: ISIC ≠ ID outside the university!



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Healthcare: Your Survival Kit

The "I don't need a hospital" toolkit: For when you're sick but not *that* sick



Be Prepared

- Keep essential medicines handy
- Take familiar medications
- Check for allergies (seriously!)



Prevention is Key

- Get enough sleep
- Eat regular meals
- Dress appropriately
- Exercise & have fun
- Wash your hands!

Remember: Don't overestimate your symptoms, but don't underestimate them either. When in doubt, ask for help! 

tablety, sirup, rozpustné prášky



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The "Not Emergency" Emergency List

These usually don't require a dramatic ambulance ride: (But they still suck)

Fever (horečka)

- Tablets, syrup, dissolvable powders

tablety, sirup, rozpustné prášky

Runny nose (rýma)

- Nasal drops

Nosní kapky

Stomach troubles

- tablets, suppositories

tablety, čípky

Various pains

- Painkillers (tablets, suppositories)

Tablety čípky

Pharmacy tip: The pharmacist is your friend! They'll help you find what you need.

tablety, sirup, rozpustné prášky



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The "Not Emergency" Emergency List

These usually don't require a dramatic ambulance ride: (But they still suck)



cough – kašel: *syrup,*
cough tablets

Sirup, tablety proti kašli



allergies - alergie:
tablets, ointments

tablety, masti



**conjunctivitis – zánět
spojivek:** *eye drops, ointments*

Oční kapky, masti



Remember: The pharmacist is your friend and will help you find the right medication. Don't be afraid to point, gesture, or use translation apps!






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Your Pharmacy Guide at FNOL




Two convenient pharmacy locations at Faculty Hospital Olomouc!
Because your health matters 24/7

24-Hour Emergency Pharmacy

-  **Location:** Building 2 - Emergency Department
-  **Hours:** 24/7 - Never closes!
-  **For:** Emergency medications, urgent prescriptions
- **Perfect for:** Late night emergencies, weekend needs, urgent refills



Main Hospital Pharmacy

-  **Location:** Building Z - I.P.Pavlova Street
-  **Hours:** Regular business hours
-  **For:** Routine prescriptions, consultations
- **Perfect for:** Regular medication pickup, pharmacy consultations



Student Tip: Both pharmacies accept insurance and credit cards. The pharmacists speak Czech, but basic English is usually available. Don't hesitate to ask for help!



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Your Personal Health Hero

MUDr. Viktorija Ragenaitė Mrnka
General Practitioner for English Program Students

📍 Location:
Building F, Faculty Hospital
Olomouc

✉ Email:
Viktorija.Ragenaitė-
mrnka@fnol.cz

**🕒 Walk-in Hours (no
appointment needed!):**
Mon, Tue, Thu, Fri: 7:30-12:30
Wed: 7:30-18:00

☎ Phone:
(+420)588 444 813



Pro tip: She speaks English! No need to mime your symptoms!



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Medical care - Support from senior students from PEPA (Palacky English Programme Association)

What is PEPA? Your student support network! Senior students who've been in your shoes and know all the tricks to survive and thrive at UP!

- Detailed information will be available at the afternoon programme on
- **Wednesday 10.9.2025**
- **during PEPA afternoon**
- **14:00 – 18:00**



Don't miss this! PEPA students are your best resource for real-world advice, from finding the best study spots to planning your exams. Mark your calendar!



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Medical care

Insurance Tip: Check with your insurance provider first - many specialist visits are covered! Save money by understanding your coverage.

Specialists:

Depends on type of Health Care Insurance - as part of insurance or direct payment.

Accessible on:

<https://www.lf.upol.cz/en/students/practicalinformation/#c23401>

Make an appointment by phone call or e-mail or contact the tutor (Veronika Glogarová) for help.

Need Help? Don't navigate the healthcare system alone! Your tutor is there to help you make appointments and understand the process



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Acute condition, situation, injury, sudden illness **Emergency Department**

What to expect: Professional emergency care. Don't hesitate to call 155/112 or go to the Emergency Building A if it is necessary!

FNOL Hospital
Complex, building A



Emergency services

155

112



EMERGENCY ONLY: This is for serious medical emergencies! For non-urgent issues, use your GP or regular healthcare services first.



Medical care - regular use of medication

Pro tip: Bring (translated) copies of your medical records and current prescriptions. This will make consultations much easier!

If you suffer from any **health problems, chronic illness** and have to take medications regularly

- **don't be afraid** to admit it during a medical examination at the **Occupational Medicine Clinic at FNOL**

Make sure:

- that you have a sufficient supply of necessary medications with you
- that you have contact with your specialist
- **that you have a report from your specialist as a necessary source of information in case you need a consultation and prescription in the Czech Republic**

Important: Be honest about your medical history! The medical staff needs complete information to help you safely. There's no shame in managing health conditions



Medical care - regular use of medication

- **No medications** (including vitamins, dietary supplements, etc.) may be sent as part of packages from home.
- If this happens, the package will be sent for inspection and likely **sent back** to the sender.



Pro tip: Always consult with local healthcare providers for prescription needs and medication management during your stay.



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The Great Package Adventure

How to receive your beloved teddy bear, mom's cake, or warm clothes without bureaucratic drama:   

CRITICAL: Never mark contents as "gift"! Mark as "personal belongings" or "study materials"

- **Request electronic documentation** from the sender with the package contents list https://blog.foreigners.cz/wp-content/uploads/2013/03/oznameni_o_prichodu_zasilek_z_ciziny.pdf
- **Don't ignore notifications!** Even if they're in Czech - ask for help!
- **Confirm receipt ASAP** - you have only 21 days!
- **Have ready:** passport scan + certificate of study

Remember: AVIZO = "your package has arrived!" Don't let it go back home!



E07281218		EG663453984JP		郵便局
Name		TO (お届)		郵便番号
Address		City		郵便番号
Postal code		Country		電話番号
Telephone No.		FAX No.		FAX 番号
Detailed description of contents		Number of items		Net weight
SILK scarf		1		1400g
Total value		Yen		

STAMP: KONTROLA HTG 150, 19-12-2018, DUVOD DOVOZU, Mino Futukawa

STAMP: EG663453984JP

CONFIRMATION



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Packages, shipments

AVIZO – notification of shipment arrival

OZNÁMENÍ O PŘÍCHODU ZÁSILKY ZE ZAHRANIČÍ Datum: 07.03.2019

byť č. 10

[REDACTED]

MRN	19CZ650000I8KWDSL5
Skladové číslo	B24720219
Podací číslo	CD368132263JP
Druh zásilky	[REDACTED]
Odesílatel	[REDACTED]
Obsah	[REDACTED]
Hmotnost	[REDACTED]
Přílohy	[REDACTED]
Poznámka	[REDACTED]

nocho 32 162 06
metika

DO NOT IGNORE IT!



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Nevo Meir Atoulay EngelhardLog outCS

MENU

Track&Trace

Find consignmentMy consignments

☐ Consignment code

☐ 26.9.2022 Communication with the addressee about the consignment being deposited in interim warehouse - asked to prove the value of the goods26.9.2022

DeleteSave custom names

Detailed information on consignments

☐ [redacted]

Consignment type: EMS, Consignment weight: 3,75 kg, COD amount: 0 CZK, Number of pieces: 1 pc

Date	Event	Postcode	Place of event
26.9.2022	Communication with the addressee about the consignment being deposited in interim warehouse - asked to prove the value of the goods.		
24.9.2022	The consignment was deposited at post office of exchange	22000	specializovaný úřad mezinárodní pošta Praha
23.9.2022	Mail item update at office of exchange - damaged, incomplete address.		
23.9.2022	The consignment is being prepared for customs clearance.	22000	specializovaný úřad mezinárodní pošta Praha
23.9.2022	The consignment was accepted by post office of exchange	22000	specializovaný úřad mezinárodní pošta Praha
22.9.2022	The consignment was sent to the Czech Republic.		
19.9.2022	The consignment was sent for transportation.		

Fill in customs dataConsignment evaluationConsignment complain

Print

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How Not to Offend Your Professors

Czech Academic Golden Rule: NEVER call a teacher by their first name!

✓ Correct Forms of Address

- **Profesor** → "Professor"
- **Docent** → "Professor"
- **Odborný asistent** → "Doctor"
- **Anyone with Dr.** → "Doctor"

✗ How to Stay Out of Trouble

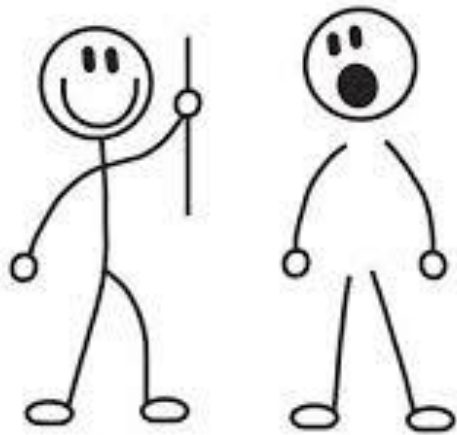
- Don't waste allowed absences
- Ask about specific lab rules
- Classes are mandatory!
- Get excuses beforehand

Cultural note: Czech academia is more formal than you might expect. Better to be overly polite than accidentally rude!



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Something you are not sure about?



don't worry...
i've got your back

Do not hesitate to come, ask
and discuss whatever you will
need to!

I am here for you ☺