

Health support during tests at RTA

RTA supports its customers in case of illness or health problems during their stay in Austria as explained below.

1. Austrian Health Care System

The public healthcare system in Austria is of a generally excellent standard. It provides excellent healthcare for the vast majority of citizens but it is also possible to purchase additional private health insurance. Private healthcare offers certain benefits, such as shorter waiting times, access to exclusive physicians not available through public healthcare or private hospital rooms.

In case of any illness or other situations when medical advice or medication is required RTA will provide its customers with **access to the private medical centre “Mediclass”** (<https://willkommen.mediclass.com/>) and support the customer in organising a short-term appointment. In urgent cases or outside business hours of Mediclass RTA will help to get to an adequate ambulance in a hospital. (Please note that RTA will not bear any health care cost for customers.)

EU citizens, insured by or covered by a state social security system in any Member State of the European Union, Iceland, Liechtenstein, Norway or Switzerland, have access to medically necessary state-provided public healthcare during temporary stay under the same conditions and for free as people insured in Austria.

Citizens from other countries may utilise private medical treatment in Austria for cash. If they took out a private health insurance which also covers healthcare abroad these costs may be refunded. If not, there exist certain bilateral arrangements with a lot of countries which regulate the conditions for cost takeover between the public health care systems.

2. Safety Measures implemented are RTA facility

RTA has been certified according to ISO 45001:2018 Occupational Health Safety Managementsystems.

Customers have to pass mandatory **safety briefings** ([Link for safety briefings](#)) prior to arrival or at least before entering the facility. The briefings cover all relevant aspects in connection with climatic wind tunnel test and related fields and compiles safety aspects in connection with the facility itself.

3. Manage the Covid-19 crises

a. Current Covid-19 regulations in Austria

On its webpage RTA provides a collection of links to official and latest information about the current Covid-19 situation in Austria for foreigners **concerning travel restrictions, Covid-19 measures** etc: <https://www.rta.eu/en/service/preparation>

b. Safety Measures to reduce the Risk of Infection

RTA is very concerned about the security and health of its employees, customers and suppliers. Working inside RTA’s facility during the Covid-19 crises is only

possible as long as every single person contributes to reduce the risk of infection with Covid-19 during work to a minimum.

The Austrian regulatory requirements in this matter must be observed in any case. One of the mandatory **safety briefings for customers** ([Link for safety briefings](#)) explains how safety measures are implemented into daily work at RTA. Even if activities and works take longer due to these measures – it is worth!

c. Antigen self tests

RTA offers to each employee and each customer **2 Antigen tests** for self testing **per week**. Please use this possibility to be sure about your health status.

The tests are available at the reception desk.

d. How to proceed in case of an infection with Covid-19?

In case a customer feels ill with Covid-19 symptoms or had close contact to a Covid-19 positive person it is important first to inform the RTA project manager in charge. RTA will support the customer with the prompt call of the Austrian Health Service Number: +43-1450. This service portal gives further instructions how to proceed in such a case.

e. PCR-Tests for return journey

RTA wants to support to get a negative Covid-19 certificate for the return journey, if required for border crossing.

The laboratory **Confidence DNA-Analyse** is one of the fastest options to get a Covid-19 test in Vienna. The result is an accepted validation of no infection for border crossing. RTA will take over the costs for the tests.

To ease the administration and shorten the waiting time the RTA reception desk needs to be informed one day prior to the planned testing date to announce the testing at the laboratory. Especially for testings on Fridays and Saturdays this is highly recommended.

If the testing is carried out until 14:00, the result will be sent via e-mail on the same day, otherwise on the next day until 14:00. If the result is positive one will be informed by phone within 6 hours, otherwise one can be sure, that the test result is negative.

Address:

Confidence DNA-Analysen GmbH
Formanekgasse 12-14/1, 1190 Vienna
<https://www.confidence.at/de.html>

Tests are possible:

Monday – Friday: 8:30 – 17:30

Saturday: 9:30 - 11:30