

EZKarta

Frequently Asked Questions

Intended for	users of the EZKarta mobile application
Updated	1 September 2026
Scope	application functions, troubleshooting, privacy and data retention

Important: EZKarta displays information from multiple source systems. If any information is missing or incorrect, first verify the source entry with the healthcare provider or other originator of the data. Contact application support if the source information is correct but EZKarta does not display it correctly.

The availability of some functions may vary depending on the application version and the gradual rollout of services. Before publication, always compare this document with the current application version, the User Guide and information on NZIP.

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Quick procedure in the event of a discrepancy

- Check that the correct person is selected and that you are using the latest version of the application.
- Check the update date and verify the information with the healthcare provider or originator of the record.
- If the source record is correct, call 1221 or email linka1221@mzd.gov.cz.

1. About EZKarta

Basic orientation, installation and scope of services.

1. What is EZKarta?

EZKarta is a voluntary mobile application of the Czech healthcare sector. Following secure identity verification, it provides citizens with access to selected electronic health information and services, including the Vaccination Record, preventive examinations and screening, selected laboratory results, Health Record Deliveries, Medical Assessments, the Shared Health Record and access to ePrescription.

The application does not create most health information itself. It displays information held in source information systems and entered by authorised healthcare providers.

2. How does EZKarta differ from the former Tečka application?

EZKarta builds on Tečka, but is not intended solely for Digital COVID Certificates. It is gradually bringing more electronic health services together in a single mobile application. The availability of individual functions may vary depending on the application version and the stage of their rollout.

3. Which devices support EZKarta?

EZKarta is intended for mobile devices running Android or iOS. Current operating-system version requirements are always stated directly in Google Play or the App Store. For security reasons, we recommend using a supported operating system and keeping it up to date.

4. Where can I download the application safely?

Install the application only from the official Google Play or App Store and check the application name and publisher. Do not install application files from links in unsolicited messages or from unknown websites.

5. Do I need to install a new application if I previously used Tečka?

For the former Tečka application, an update from the official app store will normally be sufficient. If the application has not updated or is no longer on your phone, search for and install EZKarta from Google Play or the App Store.

6. Where can I find the current guide and information about functions?

Current information, installation instructions and the User Guide are published on the EZKarta page of the National Health Information Portal (NZIP): www.nzip.cz/ezkarta.

2. Activation, sign-in and security

Access to information is based on identity verification and mobile-device security.

7. How do I sign in to EZKarta for the first time?

During activation, select sign-in through Citizen Identity (formerly also referred to as NIA), choose an available electronic identification means and complete verification. Then configure local application security, such as a PIN and, optionally, biometric unlocking supported by your phone.

8. What do I need to use EZKarta?

You need a compatible mobile device, an internet connection for activation and loading current data, and an electronic identification means supported by Citizen Identity, such as bank identity or another supported means.

9. I do not have a Citizen Identity means. Can I use EZKarta?

Personal health information cannot be made available in the application without identity verification through Citizen Identity. You can obtain an identification means from one of the providers available through Citizen Identity. Not using the application has no effect on the provision of healthcare or on information held by your healthcare providers.

10. What should I do if sign-in using bank identity does not work?

Check that your bank identity is enabled for signing in to public administration services, that you are using the correct banking application and that your phone is connected to the internet. If sign-in fails while you are still on the bank or Citizen Identity service, contact the bank or support for the identification means concerned. If verification succeeds but you are not returned to EZKarta, contact EZKarta support.

11. How is the application protected after the first sign-in?

Your identity is verified during activation. Subsequent access is protected by the application PIN or the device's biometric authentication, if enabled. Communication with source systems is secured, and access is restricted according to the signed-in person's authorisations.

12. Does EZKarta store my fingerprint or facial image?

No. The phone's operating system manages the biometric template. EZKarta receives only information indicating whether verification was successful or unsuccessful.

13. How do I change the application PIN?

Select the option to change the PIN in the application settings and follow the on-screen instructions. Do not disclose your PIN to anyone or use a combination that is easy to guess.

14. What should I do if I have forgotten my PIN?

If the application cannot be unlocked using either biometrics or the PIN, you must reactivate it. Depending on the option available, deactivate the application or uninstall and reinstall it, then verify your identity again through Citizen Identity. This removes local EZKarta data from the phone, but not information held in healthcare systems.

15. How do I sign out of or lock the application?

Closing the application normally locks it, and it will require the PIN or biometric authentication when next opened. Full deactivation is a separate step: it removes EZKarta data from the device and requires a new activation the next time it is used.

16. What should I do if my phone is lost or stolen?

Use the phone manufacturer's security functions to lock or remotely erase the device as soon as possible, and change the credentials for your identification means if they may have been compromised. You can activate EZKarta on a new device. If you suspect misuse, contact EZKarta support and the relevant Citizen Identity provider.

3. Internet, updates and technical troubleshooting

First check the connection and that the application is up to date; use deactivation or reinstallation only as a last resort.

17. Do I need an internet connection when using EZKarta?

A connection is required for activation, authorisation verification and loading current information. Some files or certificates downloaded previously may also be available offline, but many services use current data from source systems and may not work without an internet connection.

18. The application reports that there is no internet connection even though the internet is working. What should I try?

Check mobile data or Wi-Fi, disable any VPN or data-transfer restrictions, verify that automatic date and time are enabled, fully close and reopen the application, and install any available update. If the problem persists, contact support. Deactivate or reinstall the application only afterwards, because this removes local application data.

19. Why is it important to update the application regularly?

Updates provide security fixes, changes to connections with central services, and new or modified functions. Some services may be unavailable or display incorrectly when an old application version is used.

20. What is the difference between closing, deactivating and uninstalling the application?

Closing only ends the current session, and the application is unlocked again the next time it is opened. Deactivation removes EZKarta data from the device and starts a new initialisation. Uninstallation removes the application and its local data through the operating system. Neither deactivation nor uninstallation deletes information held in source healthcare systems.

4. Persons, representation and profile

EZKarta makes available only the persons and information for whom the signed-in user is authorised to act.

21. Whose information can I view in EZKarta?

Your own information and, depending on the relationships recorded, information concerning a minor child, a person represented by operation of law or a person who has granted you the relevant authorisation. The scope is verified against authoritative registers and may vary between services.

22. How do I add my child to the application?

The child is displayed automatically if the legal relationship is available in the relevant registers and the service supports it for the purpose concerned. A child cannot be added freely by entering information manually. If an expected relationship is not displayed, verify the information in the population register and contact support.

23. How do I obtain access to another adult's information?

The adult must grant you the appropriate authorisation, unless the authorisation arises by operation of law. The authorisation is recorded outside the phone itself, and the application verifies its validity and scope when information is loaded.

24. How do I withdraw another person's authorisation?

Manage authorisations through the relevant electronic health service or the Permissions Register. After an authorisation is withdrawn, access is updated the next time it is verified. Copies of documents knowingly exported earlier are not deleted automatically.

25. How do I switch between persons in the application?

In the upper section of Overview or the profile menu, select the person whose information you wish to view. Before downloading, sharing or deleting a document, always check which person is currently selected.

26. What is RID and why might it be displayed in the profile QR code?

RID is the healthcare sector patient identifier used to link information unambiguously within the healthcare sector. The profile QR code may contain this identifier so that it can be securely read by an authorised healthcare system. Share the QR code only where justified and with a trusted recipient.

27. Can I change my name, date of birth or address in EZKarta?

The application obtains core identification information from authoritative registers and it cannot be freely overwritten in EZKarta. If the information is incorrect, first compare it with the Citizen Portal. If the error is already present in the source register, ask the competent authority to correct it; if the source is correct but EZKarta is wrong, contact support.

28. Can I change my telephone number or email address?

Contact details can be changed if the application or connected service offers this option. The change is recorded in the relevant electronic health system; it may not be reflected back in other government

portals. Conversely, information changed in an authoritative source may be reflected in EZKarta after the next update.

29. What should I do if my health insurance company or registered doctor is incorrect?

Use the challenge or contact procedure shown for the information concerned. For health insurance, primarily contact the health insurance company; for a registered healthcare provider, contact that provider or the entity that entered the information. If the source information is correct but the application displays it differently, contact EZKarta support.

5. Vaccination Record

The display depends on the availability and accuracy of the record in the source system.

30. Which vaccinations are displayed in EZKarta?

The application may obtain information mainly from the National Register of Reimbursed Health Services for vaccinations covered by public health insurance between 2010 and 2022, and from the Infectious Disease Information System for vaccinations from 1 January 2023. The displayed scope may therefore not correspond to every entry in a paper vaccination record.

31. How long does it take for a new vaccination to appear?

Vaccinations from 2023 onwards are displayed after the provider has entered them correctly in the relevant information system and the data has been processed. If the record is still not visible after a reasonable period, first verify the entry with the vaccinating provider.

32. A vaccination is missing from the application. Whom should I contact?

First contact the healthcare provider who administered the vaccination and ask them to check the entry in the source system. If the provider confirms that the record was sent correctly and exists in the source service but EZKarta does not display it, call 1221 or email linka1221@mzd.gov.cz.

33. There is an error in a vaccination record. Can I correct it directly in the application?

No. A correction is made by the entity authorised to amend the source record, normally the healthcare provider who entered the vaccination. EZKarta does not itself overwrite an error in source data.

34. Can I add a missing vaccination myself?

No. A record is entered in the relevant information system by an authorised healthcare provider. For an older vaccination, a provider may make a retrospective entry only if they verify the authenticity of the record and have all mandatory information; the provider is not automatically required to do so.

35. Does EZKarta replace an international vaccination certificate?

No. Displaying a vaccination in EZKarta does not in itself constitute an international vaccination certificate. Before travelling, check the destination country's requirements and, if necessary, obtain the required document from a healthcare provider.

36. Can I print or share a vaccination record or certificate?

If export is available for the record concerned, you can save or share it on your instruction. Before sending it, check the selected person, content and recipient. An exported file is no longer protected solely by the EZKarta environment.

6. Preventive care, screening and the Prevention Index

Dates and history may come from different sources, so the speed at which they are updated varies.

37. What information is available under Preventive Examinations?

Depending on the available data, the application displays the type and date of examination, healthcare provider and history. For some examinations, it may provide indicative information about the next recommended examination or the next examination covered by public health insurance.

38. What information is available under Screening?

The application may display completed examinations in supported screening programmes, their date, healthcare provider and available history. The content may be adapted according to age, sex and information held in source systems.

39. Is preventive-care and screening information updated immediately?

Not always. Information entered by a healthcare provider directly into a supported system may appear quickly, while data transferred or reported in batches may be delayed by several weeks. Therefore, check the last update date for each service where it is shown.

40. A preventive examination or screening test is missing. What should I do?

First check with the healthcare provider whether the service was provided, reported or entered correctly and whether it is among the information supported by the service concerned. If the record is correct in the source system but EZKarta does not display it, contact support.

41. What if preventive-care or screening information is incorrect?

The correction must be made by the healthcare provider or other entity responsible for the source information. EZKarta displays the information and does not itself change an incorrect health record.

42. Does EZKarta display the Prevention Index?

A separate Prevention Index may not be available in the version currently being released; its display depends on the application version and the gradual rollout of the service. Look for specific information about preventive examinations and screening in the relevant sections of the application.

43. Is the date of the next examination in the application a binding appointment?

No. It is indicative information calculated from the available data and the rules for the care concerned. It does not replace making an appointment or a doctor's recommendation. Always check the appropriate timing with your healthcare provider.

7. Laboratory Results

EZKarta is not a complete laboratory information system and displays only supported results that have been transferred.

44. Which laboratory results are displayed?

EZKarta displays selected standardised laboratory results that have been correctly transferred by a healthcare provider to a supported source system. A result not being displayed therefore does not mean that the test was not performed. A result may be missing, for example, because the provider has not yet transferred it, transferred it in an unsupported format, or because the test is not included in the scope below.

The following results may currently be displayed:

Glycaemia and diabetes

- glycated haemoglobin (HbA1c),
- fasting plasma or serum glucose.

Lipid profile and cardiovascular risk

- total cholesterol,
- HDL cholesterol,
- LDL cholesterol - direct measurement,
- LDL cholesterol - calculated value,
- triglycerides,
- lipoprotein(a), also referred to as Lp(a).

Kidney function

- urine albumin-to-creatinine ratio (ACR),
- estimated glomerular filtration rate (eGFR).

Thyroid function

- thyroid-stimulating hormone (TSH),
- free thyroxine (fT4).

Test related to early detection of prostate cancer

- total prostate-specific antigen (PSA).

Test related to early detection of colorectal cancer

- faecal occult blood test.

Laboratory results in EZKarta are for information only and do not replace assessment by a doctor. Reference ranges and the significance of a result may vary according to the laboratory method used, age, sex and the patient's health. Consult your doctor if a result is unclear or unusual.

45. How long does it take for a laboratory result to appear?

Updates may not be immediate and, depending on the source and method of transfer, may take several weeks, approximately up to one month. For immediate clinical decisions, always contact your treating doctor rather than relying solely on the application.

46. Why is a laboratory result not displayed?

The result may not be in the supported set, the laboratory or healthcare provider may not have transferred it to the relevant system, or it may not yet have been processed. Check the result and the method of its transfer with the healthcare provider who ordered or performed the test.

47. Can I see only the latest value, or also the history?

The overview may show the latest value and, after you open a specific parameter, its available history. The history is complete only to the extent of the data provided to the application by the source concerned.

48. What do the reference limits and colour highlighting mean?

A reference range is laboratory information relating to the test and method concerned. A value outside the range does not in itself establish a diagnosis and may depend on age, sex, health and the circumstances of sample collection. Always evaluate the result with a doctor.

49. Can I print laboratory results or send them to a doctor?

If the application offers export or sharing for the result concerned, you may use it. Send sensitive information only to the intended recipient and by a secure method. An export does not replace the original laboratory report or its professional interpretation.

8. Electronic medical assessments and donation

Records are displayed after they have been duly issued or transferred by an authorised healthcare provider.

50. Which medical assessments can I find in EZKarta?

The application displays the types of electronic assessment connected to the central service at the relevant time. From 1 January 2026, medical fitness assessments for driving motor vehicles must be issued electronically; further types may be added gradually.

51. When will a new assessment appear?

After it has been duly issued, electronically signed or sealed, and transferred to the central system. A short technical delay is possible; if an assessment is missing, first check with the issuing healthcare provider that it was actually sent electronically.

52. What should I do if an assessment is incorrect?

Contact the healthcare provider who issued the assessment. An authorised provider must invalidate the incorrect document and issue a new one where necessary. EZKarta does not itself correct the legally binding content of an assessment.

53. I have a paper or PDF assessment, but it is not in EZKarta. Why?

The document may not have been issued as a supported electronic assessment or may not have been transferred to the central service. Check this with the issuing provider. If the provider confirms that it was sent correctly, contact EZKarta support.

54. What information is displayed about blood or plasma donation?

Depending on the available data, the application may display the periods in which donations took place and indicative information about when you may donate again. This information does not replace assessment of medical fitness by the collection facility.

55. A blood or plasma donation is missing. What should I do?

First contact the collection facility and verify that the record was transferred correctly and that the service supports the type of donation concerned. The display may be delayed. If the source information is correct but missing from the application, contact support.

9. Shared Health Record and medicinal products

The Shared Health Record makes selected information needed for continuity and safety of care available.

56. What is the Shared Health Record?

It is a central electronic health service under Act No. 325/2021 Coll. It includes the Emergency Health Record and information about selected preventive examinations and screening tests. EZKarta allows patients to view the available information.

57. What information does the Emergency Health Record contain?

Depending on the available records, it may contain in particular blood group, allergies, adverse drug reactions, serious adverse events and reactions, selected information related to transfusions, and an overview of medicinal products dispensed or administered in the preceding 12 months.

58. Who enters information in the Shared Health Record?

Information is created or transferred by authorised healthcare providers and other systems and entities designated by law. EZKarta primarily displays it; a patient cannot freely overwrite it.

59. — What should I do if my blood group, an allergy or other information is incorrect?

Contact the healthcare provider who determined or entered the information and ask them to verify the source record. If the source system is correct but the application displays a different status, contact support.

60. Why can I see only the preceding 12 months in the overview of medicinal products?

The law defines the display in the Shared Health Record of medicinal products dispensed or administered during inpatient care in the preceding 12 months. This is the scope displayed by this service and not necessarily the retention period of the original record in the source system.

61. Is all information about medicinal products managed directly in EZKarta?

No. Information about prescribed and dispensed medicinal products comes from connected systems, particularly ePrescription services and other healthcare sources. EZKarta may provide access to ePrescription or the public medicines database, but after an external service is opened, its own rules apply.

62. — Whom should I contact about an error in a prescribed or dispensed medicinal product?

For a prescription, contact the prescribing doctor; for dispensing, contact the pharmacy; and for a discrepancy in ePrescription, contact support for the relevant service of the State Institute for Drug Control. If the source information is correct and the error occurs only in EZKarta, contact EZKarta support.

10. Health Record Deliveries and My Documents

A Health Record Delivery is a temporarily transferred document; My Documents provides longer-term storage under the user's control.

63. What is a Health Record Delivery?

A Health Record Delivery is a medical record, or part thereof, transferred to a specific addressee through a health information exchange network. EZKarta displays only a delivery intended for the currently selected person whose information the user is authorised to access.

64. How quickly will a delivery appear?

After the healthcare provider has sent it successfully and it has been processed in the exchange network. If you expect a delivery but cannot see it, check with the sender that it was sent to the correct person and identifier. Then contact support if necessary.

65. How long is a Health Record Delivery available for collection?

A standard Health Record Delivery remains in temporary storage until it is collected, for no longer than 30 days. It is then irreversibly removed from temporary storage. You should therefore collect expected documents promptly.

66. In which format will I download a delivery?

The sender determines the specific content. A package may contain a readable document, such as a PDF, as well as structured health data, for example in FHIR format; it may be packaged as a ZIP file. To read it normally, open the PDF in a trusted application.

67. Can I print or forward a Health Record Delivery?

Yes, if you download it and the device supports printing or sharing. However, it contains sensitive health information. Before sending it, verify the recipient, use a secure method and do not send the document to a public or shared address without appropriate protection.

68. What is My Documents?

My Documents is a user-controlled repository that provides longer-term access to selected medical records or medical imaging documents. A document can be viewed, downloaded and, depending on the options available, have its description edited or be permanently deleted.

69. How does a document get into My Documents?

You can store a document there where the application offers this option. If you enable automatic storage of Health Record Deliveries, new supported deliveries will be stored in this section until the available capacity is exhausted or you withdraw your consent.

70. What happens if I withdraw consent to automatic storage?

Further deliveries will no longer be stored automatically. Documents stored previously will remain in My Documents until you delete them or another legal ground for their deletion arises.

71. Can a document deleted from My Documents be restored?

No. Deletion confirmed in the application is irreversible. A copy downloaded previously to a phone, email, cloud storage or another application is not deleted and must be removed separately from the storage concerned.

72. What happens if the My Documents storage capacity is exhausted?

New documents may not be stored. Check the available capacity and, after due consideration, delete documents you no longer need or securely save copies you require elsewhere. Before deletion, make sure that you will no longer need the document.

11. Privacy, retention and deletion

The retention period depends on whether the data is held on the phone, in a temporary delivery, in a user document, in a technical record or in a statutory healthcare register.

73. Does EZKarta store all my health information directly on my phone?

No. Most information is held in source healthcare systems and is loaded or displayed by the application after authorisation has been verified. The phone may contain only data required for the application to function and files knowingly downloaded by the user or stored by the application in accordance with its functions.

74. How long is my information retained?

There is no single period for all information. Local application data is retained until deactivation or uninstallation. A Health Record Delivery remains in temporary storage until collected, for no longer than 30 days. Documents in My Documents remain until they are deleted or another legal ground for deletion arises. Information in source registers is retained in accordance with the applicable legislation.

75. Which statutory retention periods may apply to central records?

Under Act No. 325/2021 Coll., for example, patient data in the Core Patient Register is retained for 50 years after the patient's death, data in the Permissions Register for 10 years after the person's death, and activity log records for 2 years. Other source systems have their own statutory retention periods. These periods are not a setting of the mobile application.

76. How long is technical data about errors and application use retained?

Under the current policy, technical telemetry, such as information about crashes, application version and use of functions, is retained for no longer than 180 days. It must not contain a name, RID or health information and is not used for advertising profiling.

77. — What exactly does deactivating or uninstalling EZKarta delete?

It removes application data from the device to the extent managed by the application or operating system. It does not remove information from medical records, ePrescription, national registers, the Permissions Register or other statutory systems, and it does not revoke the Citizen Identity means.

78. Can I cancel my user account in EZKarta?

EZKarta does not create a separate account with its own username and password. You can deactivate or uninstall the application. However, this does not constitute a request to erase information that must be held in source systems by law.

79. How do I request rectification or erasure of personal data?

For incorrect health information, first contact the entity that entered it in the source system. You may exercise your rights under the GDPR with the controller responsible for the processing concerned. The right to erasure is not absolute and does not apply where legislation requires continued retention of the data.

80. Who is the controller of personal data related to EZKarta?

The controller is the Ministry of Health of the Czech Republic, Palackého náměstí 4, 128 00 Prague 2. The Data Protection Officer can be contacted at poverenec@mzd.gov.cz. For information obtained from other systems, the controller or entity entering the data into the relevant system may also be responsible for correcting the specific source record.

81. Does EZKarta share my health information automatically?

Optional sharing, export, display of a QR code or opening a file requires an active action by the user. At the same time, information may be lawfully made available to authorised entities within healthcare systems. When exporting information yourself, you are responsible for selecting the recipient and securely storing the copy.

82. Where can I find the complete Privacy Policy?

The current Privacy Policy must be available from the application and on the public EZKarta page on NZIP. It contains more detailed information about purposes, legal bases, recipients, security, retention periods and user rights.

12. Missing data, professional interpretation and support

When an error occurs, first determine whether the problem lies in the source record, its transfer, or only its display in the application.

83. Why can information in EZKarta differ from a paper record or a doctor's report?

The application displays only information transferred to supported central services and only within the scope defined by their rules. A paper document or the healthcare provider's local system may contain further information that is not transferred to EZKarta or has not yet been processed.

84. What should I do if health information is incorrect or missing?

First check the selected person, connection, update date and latest application version. Then contact the healthcare provider or other entity that created the information and verify the source entry. Contact EZKarta support if the source information is correct but the application does not display it or displays it differently.

85. Does information in EZKarta replace consultation with a doctor?

No. EZKarta provides access to information and documents but does not determine a diagnosis or treatment. Laboratory values, preventive-care dates, fitness to donate and other health information must always be assessed in context by a qualified healthcare professional.

86. Whom should I contact with a technical question?

Call 1221 or email linka1221@mzd.gov.cz. State the phone model, operating system and application versions, the time when the problem occurred and the exact error message. Do not send your PIN, sign-in details, full birth number or unnecessary copies of medical records by email.

87. What information should I include when reporting an error?

A screenshot without unnecessary personal information, a description of the individual steps, information on whether the error occurs for one or more persons, and confirmation of whether the healthcare provider has verified the source record will be helpful. Send sensitive information only on the express instruction of support and by a secure method.

Sources and related information

This FAQ is based on the existing EZKarta FAQ, the proposed expanded FAQ, the EZKarta User Guide, the Privacy Policy and the legal framework for electronic healthcare. The current wording of legislation and the current operational status of the service are decisive for publication.

- [EZKarta on NZIP](#)
- [Frequently Asked Questions on NZIP](#)
- [Act No. 325/2021 Coll., on the Electronisation of Healthcare](#)
- [National Electronic Health Portal](#)
- [Office for Personal Data Protection](#)

EZKarta support: telephone line 1221 • email linka1221@mzd.gov.cz