

What should I do when there is an emergency?

In case of life-threatening situation or emergency health condition, seek for emergency aid. You can find it in emergency medical aid clinics, which are situated in hospitals and in some community healthcare centres.

Emergency medical aid is available 24 hours per day all week on the telephone number 112.

For non-urgent conditions, you need to contact your personal physician and, if they are not available, their substitute.

Where can I get medicines?

In Slovenia, the medicines can be obtained in pharmacies. Some medicines (e.g., antibiotics, medicines for high blood pressure, etc.) are obtainable only *with the prescription* from your physician and with submission of your health card (persons with temporary protection access the healthcare services with temporary protection card). Some medicines (e.g., medication for treating fever, or cough, etc.) you can buy *without a prescription*.

If you need medicines urgently and it is outside working hours of the pharmacies, you should turn to emergency pharmacy in your town or in the nearest bigger town.

Where can I find more information?

For more information turn to staff in your asylum home or integration house or you can look through *booklet 'Slovenian Health System Navigation Guide for Migrants'*.

Useful contacts:

Non-governmental organizations (assistance for migrants and cultural mediation):

- WAHA International, health care aid, Savska cesta 3a, Ljubljana, tel: 041 401 619
- IOM Slovenija, Dunajska cesta 5, Ljubljana, tel: 01 4347 351
- Institute KROG, Ulica Hermana Potočnika 17, Ljubljana, tel: 041 401 619
- Pravno-informacijski center nevladnih organizacij (PIC), Metelkova 6, Ljubljana; tel: 051 681 181

Pro Bono clinics for persons without health insurance:

- Pro Bono clinic Ljubljana, Mislejeva 3, Ljubljana, tel.: 01 4372 010, 01 4379 182
- Koper community healthcare centre, Dellava-llejeva ulica 3, 6000 Koper, tel.: 05 6647 100
- Humanitarian centre in Nova Gorica, Bidovčeva ulica 2-4, Nova Gorica, tel.: 070 818 102
- Caritas of the Archdiocese Maribor (Nadškofijske Karitas Maribor), Strossmayerjeva 15, Maribor, tel.: 059 080 350

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Slovenian health system navigation guide

for refugees



What are my healthcare rights in Slovenia?

If you are a person with temporary protection, you have the right to *emergency medical and dental aid, emergency treatment, emergency services of specialist and hospital clinics, and emergency rescue transportation*.

Women also have the right to contraception, pregnancy and childbirth healthcare and a right to the termination of pregnancy.

Persons with temporary protection have the right to compulsory medical examinations *before enrolment in education and during education in primary or secondary school*, the same as applies to citizens of the Republic of Slovenia.

Children and adolescents aged up to 18 years and students younger than 26 years that are involved in regular school process have (in accordance with the Decree on the methods for ensuring the rights of persons with temporary protection) a right to complete healthcare services or in the same extent as citizens of the Republic of Slovenia.

If you are international protection applicant you have the right to *emergency medical and dental aid, emergency treatment and emergency rescue transportation*.

Women also have the right to contraception, pregnancy and childbirth healthcare and a right to the termination of pregnancy.

Children and adolescents aged up to 18 years and students younger than 26 years that are involved in regular school process have the right to complete

healthcare services or in the same extent as citizens of the Republic of Slovenia.

If you have an approved refugee status or so-called subsidiary protection, you have the right to *compulsory health insurance*. *Children and students younger than 26 years that are involved in regular school process* have the right to complete healthcare services or in the same extent as citizens of the Republic of Slovenia.

How can I access health services?

In Slovenia, we have a *system of compulsory health insurance and voluntary complementary health insurance*. Compulsory health insurance only covers the most general and urgent healthcare services and examinations. All other services (specialist examinations and services, hospital treatment, many medicines, etc.) require additional payment or complementary health insurance, which covers the difference between the full price of healthcare service and the share, which is covered by compulsory health insurance.

Children and students younger than 26 years that are involved in regular school process do not need a complementary health insurance, because all their healthcare services are covered by their compulsory health insurance.

Persons, who are covered by compulsory health insurance receive a **health insurance card**, which they must bring with them when visiting a doctor, dentist or pharmacy to pick up their medicines.

Persons who do not have either compulsory or voluntary complementary health insurance, can turn to Pro Bono clinics for healthcare assistance.

Persons with temporary protection apply for health services with **temporary protection card**.

What type of healthcare services are available?

Every adult person in Slovenia with compulsory health insurance can select his or her personal general or family medicine physician and personal dentist.

All children and adolescents up to 19 years of age can select their personal pediatrician or school medicine physician and personal dentist.

Women with compulsory health insurance can select their own personal gynaecologist.

For accessing *specialist services and diagnostic tests* you will need a referral from your personal physician.

No referral is needed for:

- appointment with ophthalmologist (eye check) or for obtaining prescription for glasses or contact lenses,
- appointment with psychiatrist,
- for ordinary visit at the private specialist clinic, whose services are completely self-funding.

Physicians are accessible in hospitals, community healthcare centres or in private healthcare institutions.