

Slovenian health system navigation guide

for migrants



CARE
Common Approach for REFugees
and other migrants' health

Slovenian health system navigation guide for migrants

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On your arrival to asylum home

Upon your arrival to asylum home, you will need to undergo a compulsory prevention-health examination, which will be undertaken by the authorized physician.



Your healthcare rights



International protection applicants

- International protection applicants have a right to emergency medical and dental aid, emergency treatment and emergency rescue transportation.
- **Women** also have a 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 a right to complete healthcare services or in the same extent as citizens of the Republic of Slovenia.

Persons with approved international protection

If you have an approved refugee status or you have an approved so-called subsidiary protection, you have a right to compulsory health insurance. The application for

compulsory health insurance will be managed after the approval of international protection.

Children and students younger than 26 years that are involved in regular school process have a right to complete healthcare services or in the same extent as citizens of the Republic of Slovenia.

You can ask for a translator in your asylum home when you need to go to a physician.

Health insurance in Slovenia



In Slovenia, we have a system of compulsory health insurance and voluntary complementary health insurance. Commercial health insurance companies also offer various additional higher standard health insurances.

Compulsory health insurance

Compulsory health insurance in Slovenia is mandatory for all Slovene citizens and is managed by Health Insurance Institute of Slovenia. Compulsory health insurance only covers the most general and urgent healthcare services and examinations. All other services (such as specialist examinations and services, hospital treatment, major dental procedures, many medicines, etc.) require additional payment or complementary health insurance.

Complementary health insurance

Complementary health insurance is a voluntary insurance, which can be obtained by persons with

compulsory health insurance at one of three Slovenian health insurance companies: Vzajemna, Triglav Health Insurance Company and AdriaticSlovenica. Complementary health insurance covers the difference between the full price of healthcare service and the share, which is covered by the compulsory health insurance, or, in some cases, a part of the difference for certain medicines and medical equipment.

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.

Health insurance card

In order to assert the rights from compulsory and complementary health insurance, you need to show your health insurance card at your every visit to the physician, dentist or in the pharmacy when you will pick up your prescription medicines. The Health Insurance

Institute of Slovenia issues the health insurance card. It is free of charge for anyone who obtains compulsory health insurance in Slovenia for the first time.

Primary healthcare for adults



Primary or general healthcare for adults includes preventive health examinations and basic health prevention and treatment. It is carried out by general or family physicians, dentists, occupational physicians, and gynaecologists who work on primary level in community healthcare centres, as private physicians with concession, and some gynaecologists in the framework of hospitals. There is no referral needed for visiting a physician on primary level of health care, however you do need to make an appointment in advance.

Some private physicians in Slovenia have a concession. It means that their services are partially covered by your compulsory health insurance, or covered in whole if you have complementary health insurance. In case private physician does not have a concession, their services are completely self-funding.

Community healthcare centres

Community healthcare centres cover the general healthcare services in the community. Community healthcare centres include the following outpatient clinics:

- General or family medicine outpatient clinics
- Outpatient clinics for preschool and school children
- Gynaecologist outpatient clinics
- Emergency services
- Dental clinics
- Community healthcare centres also have community nursing services, which perform home visits when necessary.

Some community healthcare centres also include clinics of occupational, traffic and sports medicine, clinical laboratories, roentgen services and even some specialist clinics.

In smaller villages, healthcare service is organized in healthcare stations, which are connected to the nearest community healthcare centre.

General or family physicians

Every adult person in Slovenia with compulsory health insurance can select his or her personal general or family medicine physician. You can select a physician who practices medicine in the framework of community healthcare centre, healthcare station or a private physician with a concession. Your selected physician will take care of your health, make examination and consultation in the time of your health problems and will prescribe you medicines if needed. If necessary your physician will refer you for specific tests or specialist examinations. Patients who cannot visit their physician due to justifiable reasons, are entitled to home visit of their personal physician.

There is no referral needed for visiting a personal physician, however you do need to make an appointment in advance.

In case you need a physician outside their working hours (on weekends, during holidays or at night), please obtain information on the working hours of emergency medical service in your community healthcare centre, or in case of life threatening situation, call emergency medical aid by dialling 112.

Preventive healthcare visits

All adult persons aged 30+ years with compulsory health insurance are entitled to preventive examination every five years, while persons with certain chronic diseases or increased risk for developing such diseases are entitled to such examinations every year. Preventive examination includes a conversation with a medical

nurse about your health status and your lifestyle as well as some measurements and laboratory tests. If necessary, your selected personal physician will also examine you or appoint you to health education centre or health promotion centre, where they are organizing group workshops and individual counselling for healthy lifestyle and health improvement.

Persons, aged 50 to 74 years, with compulsory health insurance are included in the program for detection of colorectal cancer every two years within the national SVIT programme.

Primary healthcare for children and adolescents



In Slovenia, paediatricians and school medicine physicians (exceptionally general or family physicians) are responsible for health of children and adolescents up to 19 years of age. They perform preventive examinations for children and adolescents by counselling, vaccination and disease treatment. Parents select a personal physician for their children in the community healthcare centre or in private clinic with concession. One does not need a referral to visit a paediatrician or a school medicine physician; however, you do need to make an appointment in advance.

Preventive healthcare visits

Preventive examination of new-borns and assistance in childcare

A new born baby will be thoroughly examined in the maternity hospital. They will perform certain tests for discovering some genetic diseases and developmental irregularities, they will teach you how to change baby's

diapers, how to bathe it and consult you on breastfeeding and nursing.

After your discharge from the hospital, you will receive few visits from a community nurse who will help and consult you on breastfeeding, child nursing and later on baby's nutrition. Generally, the community nurse will contact you and set up a home visit, but if you gave birth outside the region of your permanent residence, you need to contact the community nursing service by yourself. In this case, call your community healthcare centre and make an appointment for a home visit.

Preventive examinations for preschool children, schoolchildren and adolescents

Babies and preschool children have a right to a preventive examination with their selected paediatrician at the age of one, three, six, nine, twelve and eighteen months as well as at the age of three and five years.

School children and adolescents aged up to 19 years have a right to a preventive examination with specialist

of school medicine before their enrolment to school, in their first, third, sixth and eighth year of primary school and in their first and third year of secondary school. Young people that do not continue with education process have a right to preventive examination at the age of 18 years.

University students have a right to preventive examination in their first and third year of studying.

During these preventive examinations, physicians will determine physical and mental development of a child or adolescent, they will perform specific test for discovering some diseases and developmental irregularities, they will also perform mandatory and optional vaccinations, and give consultations regarding child nursing, diet and lifestyle. At the age of three years, children also have an examination with a psychologist and in the age of five years with a logopaedist who will evaluate child's speech.

You will make appointment for the first preventive examination of a preschool child, when you select their personal paediatrician. Schoolchildren and students receive the invitation for the examination through mail or school.

Vaccination

When a child's selected physician will perform preventive examinations, they will also perform mandatory and optional vaccinations, which are covered by compulsory health insurance. In Slovenia, the following vaccinations are mandatory:

- against diphtheria, tetanus, whooping cough, infections caused by *Haemophilus influenzae* type b and against poliomyelitis
- against measles, mumps and rubella
- against hepatitis B

The following two optional vaccinations are also performed regularly:

- against pneumococcal infections
- against infections with Human papillomavirus

Optionally, you can also receive other self-funding vaccinations, such as vaccinations against rotavirus infections, influenza, tick-borne meningoencephalitis, etc.

Specialist healthcare



In case your health condition requires specialist examination, certain diagnostic tests and/or treatment, your personal physician will refer you to a physician of different speciality. You need to make an appointment in advance to visit a specialist clinic and you need a referral from your personal physician. Health institution where your examination will take place informs you in advance on the date and time of the examination. In case you wish to be examined by a physician of certain gender, you need to mention this when you are making an appointment. You do not need a referral for an appointment with ophthalmologist or for obtaining a prescription for glasses or contact lenses. You also do not need a referral for an appointment with a psychiatrist.

Specialist clinics are located in hospitals, some community healthcare centres or in private healthcare institutions. Private specialist clinics can have a concessio. In that case their services are partially covered by your compulsory health insurance, or covered in

whole if you have complementary health insurance. In case private specialist physician does not have a concession, their services are completely self-funding and usually available without referral from your personal physician.

Admission to hospital

In case you need diagnostic treatment or your health condition requires hospital treatment, you will be admitted to a hospital. To be admitted to a hospital, you will need a referral from your personal physician, and in addition to that, you will need to make an appointment for the admittance.

In case of life threatening situation, you will be admitted to a hospital immediately and without a referral. In such cases, a physician in emergency clinic performs hospital admittance.

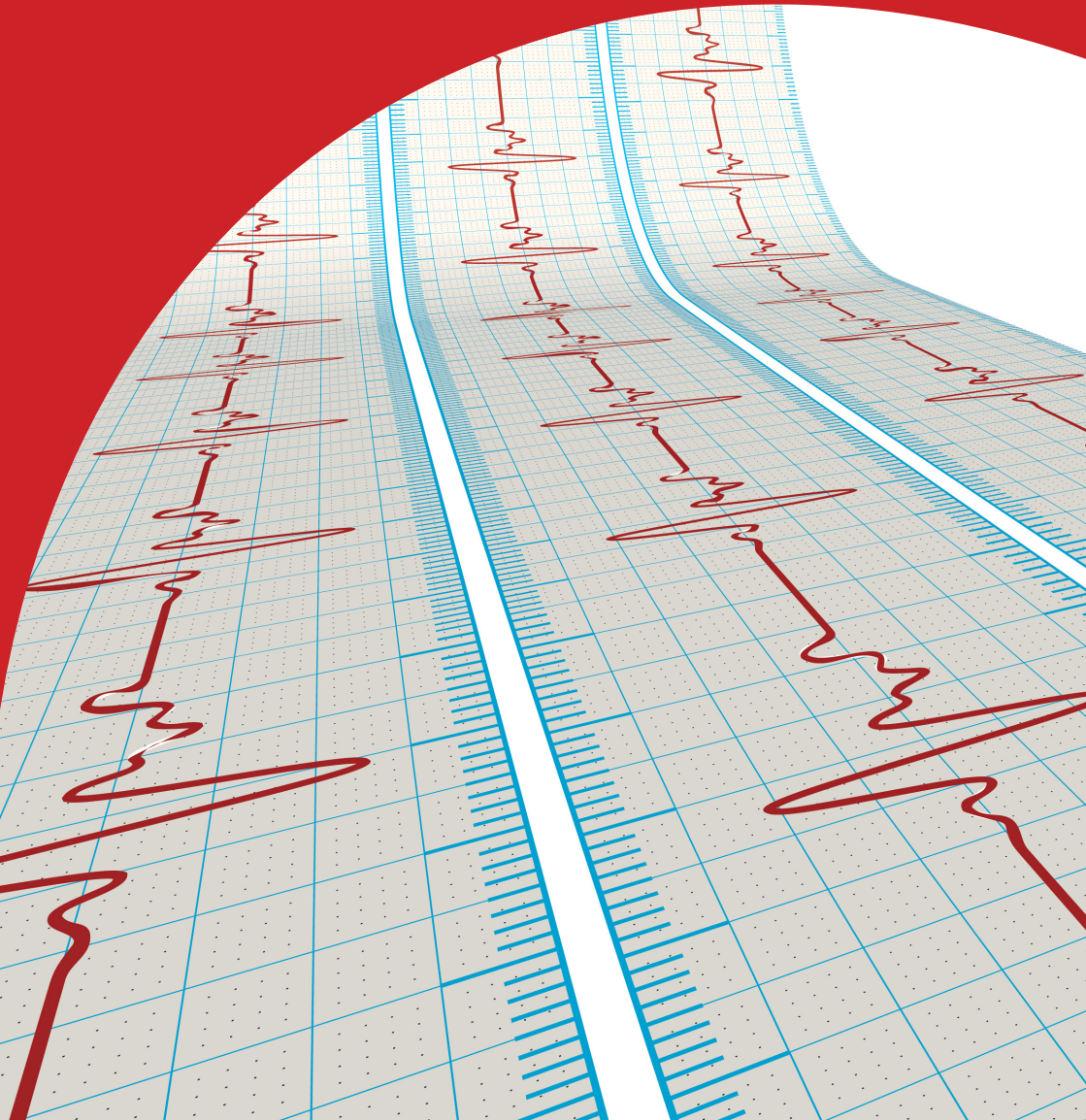
If you need a surgical procedure and anaesthesia, hospital staff will acquaint you with the procedure and with all possible risks. In addition to that, you will be asked to sign a written consent to the procedure.

Before planned hospital admittance, you will usually receive instructions on what to bring with you to the hospital. This usually includes:

- underwear
- slippers
- personal hygiene accessories, such as soap, hair comb, toothbrush, toothpaste, shaving tools
- a book or magazines for shortening time in the hospital
- reading glasses if needed
- mobile telephone

Do not forget your health insurance card and possible previous test results.

Emergency medical services



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 reachable 24 hours per day all week on the number 112. When you make such a call, introduce yourself, tell them what happened, who needs help and where are you located. Stay calm and carefully listen to instructions. After you make the call, keep the line clear in case emergency team would call you back.

When to seek for emergency medical aid?

You should seek for emergency medical aid in case of health conditions that are life threatening or could lead to life threatening situations or severe health consequences if you should wait for your personal physician. Such conditions include:

- Sudden severe chest pain
- Sudden difficulty breathing or shortness of breath
- Sudden cardiac dysrhythmia
- Disturbances in consciousness
- Sudden stomach pains
- Vomiting or coughing up blood and bloody or black stool
- Sudden unexplained headache, with possible vomiting and disturbances in vision or consciousness
- Unexplained epileptic seizure or body cramps
- Sudden difficulty in speaking or paralysis in any part of the body
- Severe allergic reactions with difficulty breathing and disturbances in consciousness
- Pregnant women with sudden and unusual stomach pains and bleeding
- Home or terrain birth
- Severe injuries and bleeding, which cannot be stopped

- Poisoning, drowning, electric shock, severe burns of bigger parts of the body
- Hypothermia, heat shock
- High fever (above 40 °C), which cannot be reduced with fever reducing medicines and which is severely affecting the person
- Sudden behavioural changes, which can cause danger for the patient or the surroundings

You are entitled to an examination in emergency medical aid clinic only in case of urgent conditions. For non-urgent conditions, you need to contact your personal physician and if he or she is not available their substitute. Examination in emergency medical aid clinic is self-funding for non-urgent conditions. You cannot obtain referrals there or prescriptions for medicines you are regularly taking.

Women's health



Women's healthcare includes healthcare services and counselling regarding family planning, infertility treatment, healthcare services and protection during pregnancy and after birth, prevention detection and treatment of gynaecological diseases and relieving menopause problems. Women's healthcare is performed by gynaecologists in community healthcare centres, private clinics with concession and in some hospitals.

Each woman with compulsory health insurance can select her own personal gynaecologist, which is accessible to her without her personal physician's referral. Asylum applicants without compulsory health insurance can access services related to contraception, healthcare during pregnancy and birth, and pregnancy termination.

Preventive care

All women aged between 20 and 64 years with compulsory health insurance are entitled to preventive gynaecological examination performed by their selected

gynaecologist every three years. This examination includes screening for prevention and early detection of cervical cancer, carried out in the framework of national ZORA programme. Women aged between 65 and 74 years have a possibility of preventive examination with their selected gynaecologist, but they need to make the appointment by themselves.

Women aged between 50 and 69 years are entitled to special X-ray imaging of breast every two years for early detection of breast cancer.

Family planning and contraception

You can make an appointment with your gynaecologist regarding the selection of suitable contraception. You can choose one of the forms of contraception (e.g. condoms, birth control pills or any form of hormone contraception, IUD, diaphragm, sterilization).

In case you had unprotected sexual intercourse and you are not planning pregnancy, see your gynaecologist as soon as possible so they can prescribe you with urgent contraceptives. Urgent contraceptives can prevent pregnancy if you take them in the first 72 hours after unprotected sexual intercourse.

Healthcare during pregnancy and child birth

Pregnancy

All pregnant women are entitled to ten preventive examinations and two ultrasound tests during pregnancy. Make an appointment for your first preventive examination as soon as you discover that you are pregnant. During this examination, you will consult your gynaecologist or medical nurse and undergo certain tests and measurements, which will determine whether you and your baby are healthy. You will also discuss

topics such as diet, physical activity and healthy lifestyle during pregnancy. During the first preventive examination, you will receive a maternity booklet, which will contain all data on your pregnancy progress and you need to keep it with you at all times during pregnancy.

Community healthcare centres and hospitals are organizing free of charge educations regarding healthy lifestyle during early pregnancy and preparations for birth in late pregnancy. These educations are called Maternity schools or Schools for parents. Since such educations are usually in Slovene language, consult your gynaecologist or healthcare institution on the possibilities of your participation.

Childbirth

In Slovenia, women give birth in maternity hospitals with ensured health care, pain relief and assistance in childbirth. After giving birth, you will stay in hospital for observation for three more days. During this time, they

will give you advice on basic child nursing and breastfeeding. During your stay in maternity hospital, you can receive visits from your partner and relatives.

In Slovenia, your partner can be present at childbirth. Most maternity hospitals request smaller payment for the presence of partner during childbirth and some also request education on the preparation for childbirth for fathers. If you wish that your partner is present during childbirth, make prior agreements in maternity hospital where you will be giving birth.

Six weeks after childbirth, you are entitled to an examination with your selected gynaecologist. During this examination, you will discuss the possibility and selection of suitable future contraception.

Unwanted pregnancy

In case of unwanted pregnancy, it can be terminated upon your request; however, the pregnancy cannot last more than ten weeks. If pregnancy lasts longer, a special committee deliberates on the termination of this pregnancy. In case of unwanted pregnancy, you should contact your gynaecologist.

Mental health services



In case of mental problems and disorders, seek help of a psychiatrist or a psychologist. Psychiatric services are available in some community healthcare centres, hospitals and in private psychiatric clinics. You do not need a referral from your personal doctor to be examined by a psychiatrist.

In case of severe mental distress, which endangers a patient or their surroundings, call emergency medical aid on 112 or any other urgent psychiatric clinic within psychiatric hospitals.

Dental care



Dental care for children and adolescents

Each child, aged up to 19 years can select their personal dentist. Dentists for children and adolescents are positioned in community healthcare centres, school dental clinics and in private clinics with concession. Children are entitled to one preventive dental examination every year until they finish primary school. They are entitled to a preventive examination in their first and third year of secondary school and in their first and third year of university education. Your child is entitled to their first preventive dental examination at the age of 6 to 12 months. You need to make an appointment for the first examination. Examinations for schoolchildren and students are organized in the framework of school or faculty.

Dental care for adults

Persons with compulsory health insurance can select their personal dentist. Dentists are positioned in community healthcare centres or in private clinics with

concession. Compulsory health insurance does not cover all dental services, thus you will need to self-fund some of them or arrange complementary health insurance. Insured persons have a right to a one examination of teeth and oral cavity per year with their selected dentist.

In case you need a dentist outside their working hours due to an emergency, please contact emergency dental clinic or dental urgent medical aid, which is organized in the framework of some health institutions. For treatments in night time you will usually have to pay a surcharge.

Medicines



If your physician has prescribed you with some medicines, you should take the prescription and your health insurance card to your nearest pharmacy, where you will obtain those medicines. If you are an adult and you only have compulsory health insurance without complementary health insurance, you will need to self-fund many medicines.

In Slovenia, you can only obtain some medicines (e.g. antibiotics, medicines for high blood pressure, etc.) with the prescription from your physician. 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.

Useful contacts



Emergency medical aid: tel.: 112

Emergency clinic Ljubljana: Zaloška 7, Ljubljana, tel.: 01 5224 646

Emergency centre Maribor: Ljubljanska ulica 5, Maribor, tel.: 02 3211 534

Emergency medical aid for children and adolescents:
Ljubljana – Center community healthcare centre,
Metelkova 9, Ljubljana, tel.: 01 4723 888

Help in mental distress:

- Emergency psychiatric clinic, Njegoševa 4, Ljubljana, tel.: 01 4750 670 (between 8.00 AM and 3.00 PM)
- Walk-in psychiatric service, Mental health centre, Grablovičeva 44b, Ljubljana, tel.: 01 5874 900 (in the afternoon and at night)
- Centre for clinical psychiatry, Studenec 48, Ljubljana, tel.: 01 5872 112
- University Clinical Centre Maribor, Department of Psychiatry, Ob železnici 30, Maribor, tel.: 02 3211 133
- Begunje Psychiatric hospital, Begunje 55, Begunje na Gorenjskem, tel.: 04 5335 200

- Ormož Psychiatric hospital, Ptujška cesta 33, Ormož, tel.: 02 7415 100 (between 10.00 AM and 3.00 PM)
- Vojnik Psychiatric hospital, Celjska cesta 37, Vojnik, tel.: 03 7800 100
- Idrija Psychiatric hospital, Pot sv. Antona 49, Idrija, tel.: 05 3734 400
- Idrija Psychiatric clinic, Kosovelova 8, Idrija, tel.: 05 3722 200

Maternity hospitals:

- Ljubljana maternity hospital, Šljajmerjeva 4, Ljubljana, tel.: 01 5226 222, 01 5226 004
- University Clinical Centre Maribor, Department of gynaecology and perinatology, Ljubljanska ulica 5, Maribor, tel.: 02 3212 178
- Kranj gynaecology and obstetrics hospital, Kidričeva ul. 38a, Kranj, tel.: 04 2082 800
- Jesenice general hospital, Department of gynaecology and obstetrics, Titova 112, Jesenice, tel.: 04 5868 321, 04 5868 322

- Postojna hospital, Obstetrics, Prečna 4, Postojna, tel.: 05 7000 720, 05 7264 489
- Izola general hospital, Division of gynaecology and obstetrics, Polje 40, Izola, tel.: 05 6606 000
- Dr. Franc Derganc general hospital Nova Gorica, Department of gynaecology and obstetrics, Ul. padlih borcev 13a, Šempeter pri Novi Gorici, tel.: 05 3301 000
- Novo mesto general hospital, Department of gynaecology and obstetrics, Šmiheljska 1, Novo mesto, tel.: 07 3916 203
- Trbovlje general hospital, Department of gynaecology and obstetrics, Rudarska cesta 9, Trbovlje, tel.: 03 5652 500
- Brežice general hospital, Department of gynaecology and obstetrics, Černeličeva 15, Brežice, tel.: 07 4668 145
- Celje general hospital, Department of gynaecology and obstetrics, Oblakova 5, Celje, tel.: 03 4233 338

- Slovenj Gradec general hospital, Department of gynaecology and obstetrics, Gosposvetska 3, Slovenj Gradec, tel.: 02 8823 400
- Murska Sobota general hospital, Department of gynaecology and obstetrics, RAKIČAN Ul. dr. Vrbnjaka 6, Murska Sobota, tel.: 02 5123 100
- dr. Jože Potrč general hospital Ptuj, Department of gynaecology and obstetrics, Potrčeva cesta 23, Ptuj, tel.: 02 749 14 00

Dental emergency aid:

- Ljubljana – Center community healthcare centre, Metelkova 9, Ljubljana, tel.: 01 4723 718
- Maribor community healthcare centre, Ulica Kneza Koclja 10, Maribor, tel.: 02 2356 633

Pro Bono clinics for persons without health insurance:

- Pro Bono clinic Ljubljana, Mislejeva 3, Ljubljana, tel.: 01 4372 010
- Koper community healthcare centre, Dellavallejeva ulica 3, Koper, tel.: 05 6647 212

- Humanitarian centre in Nova Gorica, Bidovčeva ulica 2-4, Nova Gorica, tel.: 070 818 102
- Caritas of the Archdiocese Maribor (Nadškofijska Karitas Maribor), Strossmayerjeva 15, Maribor, tel.: 059 080 350

Slovene Chamber of Pharmacies (list and contact data of urgent pharmacies): <http://www.lek-zbor.si/Mre%C5%BEalekarn/De%C5%BEurnelekarne/tabid/81/Default.aspx>

Non-governmental organizations (assistance and cultural mediation):

- WAHA International; health care aid, Savska cesta 3a, Ljubljana; tel: 00386 41 401 619
- IOM Slovenija, Dunajska cesta 5, Ljubljana; tel: 00386 1 434 7351; www.iom.int;
- Institute KROG, Ulica Hermana Potočnika 17, Ljubljana; tel:00386 41 401 619; mail: info@zavod-krog.si;
- Legal-Informational Centre for NGOs (PIC), Metelkova 6, Ljubljana; tel: 040 504 626; www.pic.si

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