

*Emergency medical service is available 24 hours per day all week and during holidays by calling **112 or 194**.*

At the Emergency Medical Service you cannot obtain referrals or prescriptions for medicines you are regularly taking.

## Where can I get medicines that I need?

Medicines can be obtained in pharmacies. Most of the medicines for the treatment of acute infections (e.g. antibiotics) or chronic diseases (e.g. medicines for high blood pressure, diabetes, etc) require a *prescription from the primary health doctor*, together with your *residence permit*. However, some medicines, such as those for relieving fever, pain, cough, etc., you can buy without a prescription.

## Where can I find more information?

The following may be useful to you:

### **Reception centres:**

- Prihvatište za tražitelje azila Zagreb (Porin), Sarajevska cesta 41, 10000 Zagreb
- Prihvatište za tražitelje azila Kutina, Sisačka ulica 3, 44320 Kutina
- Prihvatni centar za strance Ježevsko, Slavka Kolara 82, Obedišće Ježevsko, 10370 Dugo Selo

### **Ministry of health**

Ksaver 200a, 10000 Zagreb; Tel: 01 46 07 555; Fax: 01 46 77 076; e-mail: pitajtenas@miz.hr

### **Primary health care centres (Contracted by the Ministry of Health for the health care provision in the Reception Centre):**

- Dom zdravlja Zagreb Centar; Tel: 01 4897-601, 01

4897-610; Fax: 01 4843-456, 01 5804-604; e-mail: [ravnateljstvo@dzz-centar.hr](mailto:ravnateljstvo@dzz-centar.hr)

- Dom zdravlja Zagrebačke županije, Ljudevita Gaja 37, 10430 Samobor; Tel: 01 6040-604, 01 6040-605; Fax: 01 6040-230
- Dom zdravlja Kutina, Antuna Gustava Matoša 42, 44320 Kutina; Tel: 044 630 666; Fax: 044/ 630 844; [www.dz-kutina.hr](http://www.dz-kutina.hr)

### **Croatian Institute of Public Health**

Rockefellerova 7, 10000 Zagreb; Tel: 01 4863 222; [www.hzjz.hr](http://www.hzjz.hr)

**SOS / emergency numbers: 112 or 194**

### **NGOs and international organisations (You can find their addresses, contact phone numbers and e-mail addresses on the Internet):**

- Are You Syrious?
- Centre for peace studies - CMS
- Croatian Law Centre
- Croatian Red Cross - HCK
- IOM
- Jesuit Refugee Service - JRS
- Médecins du Monde - MDM
- Rehabilitation Centre for Stress and Trauma - RCT
- RODE
- Society for Psychosocial Assistance - DPP
- UNHCR
- UNICEF
- Volunteer Centre Osijek



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# Croatian health system navigation guide

*for international protection applicants, asylees and persons under the subsidiary protection*



## What are my healthcare rights in Croatia?

Your healthcare rights are determined by your legal status. Therefore, you should always present your identification document whenever you visit any healthcare provider.

- If you are an **international protection applicant (asylum seeker)**, you have a right to emergency medical and dental aid, emergency treatment and emergency rescue transportation.
- If you are **pregnant women**, you also have a right to all necessary medical assistance during and after the delivery.
- If you belong to **vulnerable group**, such as victims of torture, rape or other serious forms of violence, you have right to appropriate health care related to your specific condition.
- If you have obtained a status of an **asylee or so-called subsidiary protection**, you and your family members have the same range of healthcare rights as the one provided by mandatory health insurance.

## How can I access health care services?

In Croatia, we have a system of mandatory health insurance and voluntary health insurance.

**Mandatory health insurance** provided by the Croatian Health Insurance Fund (HZZO) insures all people with a permanent residence in Croatia and foreign nationals with an approved permanent residence. Mandatory health insurance only covers the most general and urgent healthcare services. All other services (specialist examinations and services, hospital treatment, many medicines, etc.) require additional payment or complementary health insurance.

In order to exercise the rights from mandatory health insurance, insured persons need to show their **health**

**insurance card** each time they visit physician, dentist, or at the pharmacy when getting medicines prescribed by their primary care doctor. Health insurance card is issued by HZZO.

- If you are an **asylee or person under the subsidiary protection**, you and your family members have **the same range of healthcare rights as the persons insured through mandatory health insurance**. However, you do not acquire the status of insured persons and, hence, do not receive a health insurance card. Instead, you have a **residence permit** issued by the Ministry of the Interior which **you have to show each time you seek health care service from contracted health care provider**.

## What types of health care services are available?

In Croatia the health care system is organized on several levels, of which primary health care is most common way to enter the health system and obtain health care services.

### Primary health care

Primary health care services are usually provided in the local health centres (in Croatian Dom zdravlja) that provide general practitioners' consultations, gynaecology services, paediatric care for preschool children, dental care and community nursing care. Services are usually provided by teams consisting of a GP and a nurse.

There is **no referral needed for visiting a primary care doctor**. However, **usually an appointment in advance** needs to be made prior the visit.

In case you need a doctor outside their working hours, please obtain information on the possible on-call duty medical service in local health centre, or in case of emergency situation, call emergency medical service by dialling **112 or 194**.

In Croatia, paediatricians are responsible for health of **infants and preschool children**, while general or family physicians are taking care of **school children and adult population**.

In Croatia there are school medicine specialists, working at the institutes of public health, who are carrying out preventive medical check-ups in school children and university students, vaccination and health education and promotion.

An unaccompanied minor in Croatia has the same right to health care as a minor who has the mandatory health insurance.

### Specialist health care

In case your health condition requires specialist healthcare services, **primary care doctor will refer you** to appropriate medical specialist. Before going there, you need to make **an appointment in advance**.

In case you wish to be examined by a physician of certain gender, you need to mention this when making such appointment.

If you need hospital treatment, you need a **referral from the primary care doctor**. Before undergoing certain medical procedures in hospital (such as an operation), you will be asked to sign an **informed consent**.

In case of **medical emergency**, person is admitted to the hospital immediately and **without a referral**.

## What should I do in case of an emergency?

In case of severe medical condition which is life threatening or could lead to life threatening situations if you should wait for primary care doctor, you should seek **emergency medical service**.