

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 or in his absence, the doctor who replaces him.

## Where can I get medicines, when I need them?

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. Some medicines (e.g. medication for treating fever, or cough, etc.) you can buy *without a prescription*. If you are an adult and you only have compulsory health insurance without complementary health insurance, you will need to self-fund many medicines.

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

### Useful contacts:

*Non-governmental organizations (assistance and cultural mediation):*

- WAHA International, health care aid, Savska cesta 3a, Ljubljana, tel: 041 401 619
- IOM Slovenija, Dunajska cesta 5, Ljubljana, tel: 01 434 7351
- Institute KROG, Ulica Hermana Potočnika 17, Ljubljana, tel: 041 401 619
- Pravno-informacijski center nevladnih organizacij (PIC), Metelkova 6, Ljubljana; tel: 040 504 626; [www.pic.si](http://www.pic.si)

*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, 6000 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 (Nadškofijske Karitas Maribor), Strossmayerjeva 15, Maribor, tel.: 059 080 350



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# Slovenian health system navigation guide

*for migrants*



## What are my healthcare rights in Slovenia?

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

If you are a woman you also have a right to contraception, pregnancy and childbirth healthcare and a right to the abortion.

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.

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

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, interpreter or mediator in your asylum home when you need to go to a physician.

## How can I access health services?

In Slovenia, we have a *system of compulsory health insurance and voluntary complementary 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 (specialist examinations and services, hospital treatment, major dental procedures, 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 doctors, dentists or pharmacy to pick up their medicines.

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

## 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.

*Woman* with compulsory health insurance can select her own personal gynaecologist.

For an appointment with *specialised services and diagnostic test* 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, some community healthcare centres or in private healthcare institutions.

## 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.***