



Description of Public Healthcare in Slovenia

WHAT

Healthcare service in Slovenia is a public service organised by the state. To have access to the healthcare system you must have compulsory health insurance provided by the Health Insurance Institute of Slovenia (ZZZS). If you are employed, you are insured by your employer. If you are self-employed, you should arrange insurance by yourself. If you are registered as unemployed, the Employment Service of Slovenia will take care of your insurance. If you have retired in Slovenia, insurance is covered by the Pension and Disability Insurance Institute of Slovenia. Dependant family members, including secondary school children and university students until the age of 26, are insured via insured parents and partners. When you have compulsory health insurance, you receive a health insurance card that you need to show each time you go to the doctor. It is your personal card and cannot be passed on to another family member or friend.

Note also that:

- EU citizens do not pay for emergency and basic healthcare when they have the European Union health insurance card (EHIC card) and when they are insured under their national insurance in the country of their origin. In case of non-urgent procedures, persons are asked to pay and get later refunded by their funding/reimbursement agency.
- Third-country citizens with a valid residence permit have the right to enter and pay the compulsory insurance contributions. In case they do not fulfil the conditions of compulsory health insurance, they can arrange a special private insurance.
- Persons with refugee or subsidiary protection status have the right to compulsory health insurance if they do not have compulsory insurance on some other basis.
- Asylum seekers have the right to urgent healthcare services. In addition, women have the right to contraceptives, abortion and medical care during pregnancy and when giving birth (complete coverage of reproductive health). Underage asylum seekers have the right to healthcare services to the same extent as the underage children insured as dependent family



members. Also, a vulnerable person with special needs can have access to additional medical services, if a special commission approves it.

Compulsory health insurance in Slovenia covers the basic general healthcare services provided by primary healthcare centres and urgent healthcare services as well as a few specific treatments or services provided by clinical specialists.

Compulsory health insurance also covers treatment costs for certain specific groups, for example children. All other services (such as specialist examinations and services, hospital treatment, major dental procedures, certain medical prescriptions, etc.) require additional payment or complementary health insurance. Most citizens and residents of Slovenia choose to pay a complementary health insurance.

Under the compulsory health insurance scheme, insured persons are also entitled to different financial benefits (e.g. compensation for salary during temporary absence from work, either for disease or injury, reimbursement of travel costs).

Primary healthcare centres are organised at the local level and managed by municipalities; they are equally accessible to all insured persons who need medical treatment, without discrimination. Every insured person chooses her/his personal doctor, dentist and gynaecologist from the list available in every primary healthcare centre.

All persons have the right to access urgent medical attention and emergency services.

Website of the Health Insurance Institute of Slovenia (ZZZS) (*in English*):

<http://www.zzzs.si/zzzs/internet/zzzseng.nsf/o/021E89171B7F7B7DC1256E890048B206?open&nas=Accessing%20healthcare%20in%20SLO>

WHERE

- The list of primary healthcare centres in Slovenia (*in Slovenian*) is available at: <http://www.abczdravja.si/index.php/zdravstveni-domovi-v-sloveniji>
- Search engine for general practitioners, dentists and clinical specialists. General practitioners (under “*po specializaciji*”/“*Družinska medicina*”),



specialists and dentists (*Zobozdravniki*) (*in Slovenian*):

<http://zdravniki.org>

- Public search engine of the Medical Chamber of Slovenia (*in Slovenian*):

<https://www.zdravniskazbornica.si/informacije-publikacije-in-analize/javni-iskalnik-zdravnikov-in-zobozdravnikov>



Steps to Get Medical Aid

WHAT

If you have fallen ill, contact a general practitioner. The list of general practitioners, under “*Družinska medicina*” (*family medicine*), and dentists, under “*Zobozdravniki*”, is available at Zdravniki.org (in Slovenian) or at the website of the Medical Chamber of Slovenia. General practitioners are the initial point of contact; they carry out general physical examination, offer simple blood and urine tests and treat all basic illnesses. If necessary, they will refer you to a clinical specialist or hospital for additional diagnostic methods and treatment.

STEPS

STEP 1: Usually, you will need to make an appointment in advance to see your doctor.

Call or email your local healthcare centre during their working hours to book an appointment. If you are not covered under compulsory health insurance (if you do not have a health insurance card), ask the nurse if they will accept your private insurance policy. Without it, you will be treated only in cases of emergency or as a self-paid client. The nurse will tell you if they accept new patients and will give you the date and time of the appointment.

If you need medical help or advice urgently but are not in a life-threatening situation, they will enable you to see the doctor quickly or they will direct you to an out-of-hours-service.

In case you have a compulsory insurance and you are treated for a chronic condition, you can call the doctor and he or she will arrange the prescription on-line (this is called repeat prescription).

STEP 2: When you visit the doctor, you must show your health insurance card. If you only have a private health insurance, give the nurse the number of your insurance policy (e.g. you only have Coris insurance). They might issue an invoice that you will have to pay. Later, you can ask your insurance company for the



reimbursement of costs.

STEP 3: When you are insured under compulsory health insurance, you have the right to choose your personal general practitioner. When you visit the doctor for the first time, the nurse will explain the procedure and guide you through it. Every time you get sick, you need to contact your general practitioner first.

STEP 4: To see a clinical specialist, you must first go to the general practitioner. When necessary, the general practitioner will give you a medical referral to a clinical specialist. They will inform you how to make an appointment (through online system or personally).

STEP 5: When the appointment with the clinical specialists is arranged online, you will be informed via post about the date and time of your appointment. When making an appointment yourself, select from the list of available specialists and call via phone or send an e-mail to book an appointment. When you visit the doctor, always bring your health insurance card, any test results, prescriptions or vaccination record and the medical referral from your general practitioner.

WHERE

- The list of primary healthcare centres in Slovenia (*in Slovenian*) is available at:
<http://www.abczdravja.si/index.php/zdravstveni-domovi-v-sloveniji>
- Search engine for general practitioners, dentists and clinical specialists. General practitioners (under “*po specializaciji*”/“*Družinska medicina*”), specialists and dentists (*Zobozdravniki*) (*in Slovenian*):
<http://zdravniki.org>
- Public search engine of the Medical Chamber of Slovenia (*in Slovenian*):
<https://www.zdravniskazbornica.si/informacije-publikacije-in-analize/javni-iskalnik-zdravnikov-in-zobozdravnikov>

State Compulsory Health Insurance



WHAT

In Slovenia, the system of health insurance is divided into compulsory health insurance and complementary health insurance for additional coverage of medical services.

Compulsory health insurance is mandatory for all residents.

Compulsory health insurance covers the basic general healthcare services in primary healthcare centres, urgent healthcare services and certain treatments.

However, compulsory insurance does not cover all of the costs that arise in medical treatment. The complete coverage of costs is provided only for preschool and school children and for certain illnesses and conditions (such as infectious diseases, cancer or diabetes).

WHO

Health insurance in Slovenia is compulsory for all residents.

HOW

The application for compulsory health insurance must be submitted to the Health Insurance Institute of Slovenia (Zavod za zdravstveno zavarovanje Slovenije – ZZZS) by:

- Your employer, at the beginning of your employment,
- The Employment Service of Slovenia, when you are unemployed and receiving unemployment benefits,
- The Pension and Disability Insurance Institute, for retired persons,
- You, in case of self-employment,
- Social Work Centre (Center za socialno delo – CSD) if you have a permanent residence permit and receive a monetary social assistance,
- Parents and partners for dependant family members. You must inform your employer about the planned co-insurance of your family member. If you have a temporary residence permit, you can only apply for insurance for an immediate family member (e.g. a spouse, biological and adopted children). If



you have a permanent residence permit, you can also apply for extended family members (e.g. brothers and sisters, grandchildren, parents if they fulfil the conditions),

- Children under 18 years of age who are in school and are not insured as dependent family members or their parents do not fulfil the conditions of compulsory health insurance should consult the local Social Work Centre (CSD) for the possibilities of inclusion into the compulsory health insurance system.

Each insured person receives an electronic health insurance card.

GOOD TO KNOW

You can check the status of your health insurance anytime through the application on this webpage. Type in the number from your health insurance card and click “Preveri” (*in Slovenian*):

https://zavarovanec.zzzs.si/wps/portal/portali/azos/e_storitve_zzzs/status_zavarovanja

More on compulsory health insurance (*in English*):

<http://www.zzzs.si/indexeng.html>

WHERE

- Contact your nearest Health Insurance Institute of Slovenia (*in English*):
<http://ec.europa.eu/social/main.jsp?catId=509&langId=en>



Health Insurance Cards

HEALTH INSURANCE CARD

What

A health insurance card is a personal chip card that contains the information on health insurance. Every person who is insured under the compulsory health insurance scheme receives the card from the Health Insurance Institute (ZZZS). The card enables you to exercise the health insurance rights, therefore, make sure that you always have it with you. Without it, you are entitled only to emergency medical healthcare.

When your family members are co-insured under your health insurance policy, they receive their own personal health insurance card. You must always show the card when you go to the doctor or to the pharmacy in order to get medication on prescription.

You receive the card when you register for the first time into the compulsory health insurance scheme. If you lose your card, or it gets stolen or broken, you must order a new one and pay for it (in case it was used for less than 10 years). If you change your personal data, you must inform the Health Insurance Institute and they will send you a new card free-of-charge. In the meantime, you will receive a temporary confirmation that can be used instead of the card.

You can order a new card here (*in Slovenian*):

https://zavarovanec.zzs.si/wps/portal/portali/azos/e_storitve_zzs/narocanje_kzz.

Persons with refugee or subsidiary protection status have the right to compulsory health insurance and receive the health insurance card.

Asylum seekers are entitled to emergency medical care but they do not get a health insurance card.

Where



Contact your nearest Health Insurance Institute of Slovenia (ZZZS) (*in English*):

<http://www.zzzs.si/zzzs/internet/zzzseng.nsf/o/8367C5ACCE9DCB61C125756F00349F00>

EUROPEAN HEALTH INSURANCE CARD - EHIC

What

EU citizens who have health insurance in their country of origin have their emergency and basic healthcare expenses in Slovenia covered if they have the European Health Insurance Card (EHIC card). The extent of the coverage depends on the period of stay in Slovenia; while some treatments are free of charge if you study or work in Slovenia, they may not be if you are only visiting family members or sightseeing.

The European Health Insurance Card (EHIC) makes it possible to obtain emergency treatment or necessary medical services from general practitioners and dentists in public institutions as well as some private practitioners having contractual agreements with the Slovenian Health Insurance Institute.

However, the European Health Insurance Card does not cover the costs of planned treatment or planned childbirth in Slovenia.

More on the EHIC (*in English and 23 other languages*):

<http://ec.europa.eu/social/main.jsp?catId=509&langId=en>

Where

Contact your nearest Health Insurance Institute of Slovenia to order the European Health Insurance Card (*in English*):

<http://www.zzzs.si/zzzs/internet/zzzseng.nsf/o/8367C5ACCE9DCB61C125756F00349F00>



Private health insurance or travel/touristic insurance

WHAT

Private health insurance is offered by private insurance companies.

WHO

People who are not eligible for compulsory health insurance (e.g. non-EU citizens who do not work in Slovenia or are not insured as family members). This type of insurance is also used by persons who are in the process of applying for a residence permit but are not yet fulfilling the conditions of compulsory health insurance. Most commonly, this insurance is used when travelling abroad as tourists.

HOW

Contact a private insurance company to arrange for private health insurance. They will offer you different kinds of coverage, policies and prices.

WHERE

In Slovenia, these are the main insurance companies providing private health insurance:

- Adriatic Slovenica d.d. (*in Slovenian*): <https://www.adriatic-slovenica.si/>
- Triglav, zdravstvena zavarovalnica d.d. (*in Slovenian*): <https://www.triglav.si/>
- Vzajemna zdravstvena zavarovalnica d.v.z.(*in Slovenian*): <https://www.vzajemna.si/>



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- NLB zavarovanja (*in Slovenian*): <https://www.nlb.si/index>
 - Coris (*in Slovenian*): <https://www.coris.si/>



Voluntary health insurance

WHAT

Voluntary health insurance covers a larger extent of rights or higher-standard medical services. Voluntary health insurance is possible only in combination with compulsory health insurance.

WHO

Anyone wanting higher-standard medical services.

HOW

Call an insurance company and arrange the voluntary insurance policy.

WHERE

Voluntary health insurance is provided by the following insurance companies:

- Adriatic Slovenica d.d. (*in Slovenian*): <https://www.adriatic-slovenica.si/>
- Triglav, zdravstvena zavarovalnica d.d. (*in Slovenian*): <https://www.triglav.si/>
- Vzajemna zdravstvena zavarovalnica d.v.z. (*in Slovenian*):
<https://www.vzajemna.si/>



Complementary health insurance

WHAT

Compulsory health insurance covers in full only the most general and urgent healthcare services and examinations. All other services (such as specialist examinations and services, hospital treatment, major dental procedures, all medicines, physiotherapy, rehabilitation, etc.) require additional payment or complementary health insurance.

Complementary health insurance covers the difference between the full value of medical services and the value covered by compulsory health insurance.

Complementary health insurance can be obtained only in combination with compulsory health insurance. Complementary health insurance is provided by private insurance companies.

WHO

Anyone wanting to have all their medical expenses covered. It is up to you to decide to pay for complementary health insurance. However, most Slovenian residents are paying for this complementary health insurance scheme.

HOW

Contact one of the private insurance companies and set up complementary health insurance by yourself. You can pay the premium as a monthly, three-monthly or annual contribution.

WHERE

Complementary health insurance is provided by the following insurance companies:



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- Adriatic Slovenica d.d. (*in Slovenian*): <https://www.adriatic-slovenica.si/>
 - Triglav, zdravstvena zavarovalnica d.d. (*in Slovenian*): <https://www.triglav.si/>
 - Vzajemna zdravstvena zavarovalnica d.v.z. (*in Slovenian*):
<https://www.vzajemna.si/>



Description of Private Healthcare

WHAT

Some doctor's offices (general practitioners, clinical specialists and dentists) and rehabilitation centres are run privately. Sometimes they have a contract with the Health Institute of Slovenia (ZZZS) called "concession". That means that compulsory health insurance will cover part of your visitation and treatment costs (when considered as necessary and if you are insured by the state compulsory health insurance system). If the provider has no contract with the Health Institute of Slovenia (ZZZS), i.e. has no "concession", you will have to pay the full price of the treatment, except in cases of emergency medical care.

WHO

Private healthcare is accessible to anyone willing to pay the full price of treatment or, in case of "concession", to insured persons.

HOW

When you visit a general practitioner and have insurance, you can ask in advance if they have a contract with compulsory health insurance. If they do, they will charge the treatment and visitation costs directly or you will pay the invoice and be reimbursed later. If they do not have a contract with the Health Institute of Slovenia (ZZZS), you will have to pay the invoice and will not be reimbursed.

Emergency Medical Attention



WHAT

You may use emergency medical services if you need immediate attention, or if your general practitioner refers you to them, or if there is no general practitioner service available. The waiting time for the services depends on the urgency of the illness or problem, for example, a heart attack will take priority over a broken arm or leg, etc. Emergency care is available free-of-charge to everyone, including those without compulsory health insurance. However, once your condition is stabilised, the hospital will check your insurance status. In case you are not insured, you may receive an invoice for the services provided.

HOW

In case of a life threatening situation or an emergency health condition, go to the nearest emergency department. They are situated in hospitals and in some primary healthcare centres. Emergency departments are open around the clock, 24 hours a day, all year around.

When a disease or injury poses immediate threat to a person's life, call the free emergency number 112.

112 is a single emergency number and free-of-charge.

When making the call, provide the following information:

- Your name
- The number of people injured
- What happened
- Description of injuries
- Location of the accident
- The circumstances at the scene of the accident
- Time of the accident
- Type of assistance required

GOOD TO KNOW

International protection applicants (asylum seekers) have the right to emergency medical and dental aid, emergency treatment and emergency rescue transportation.



WHERE

Emergency treatment is provided at the emergency departments of all major state hospitals (Ljubljana, Brežice, Maribor, Izola, Celje, Murska Sobota, Trbovlje, Jesenice, Slovenj Gradec, Novo mesto, Nova Gorica).

The list of hospitals (*in Slovenian*) is available at:

<http://www.abczdravja.si/index.php/bolnisnice-v-sloveniji>



Dental First Aid

DENTAL FIRST AID – TOOTH EXTRACTION, ABSCESS INCISION AND DRAINAGE, AND X-RAY

In case you need a dentist outside their working hours due to an emergency, contact an emergency dental clinic or dental urgent medical aid organized in the framework of certain health institutions. For night-time treatment, you will have to pay a surcharge. You will also need to pay for any medications given on "white prescription" (*beli recept*). This prescription can be later exchanged for a prescription covered by compulsory health insurance, i.e. "green prescription" (*zeleni recept*).

WHERE

Emergency dental treatment is provided by certain dental care institutions across Slovenia.

The list of institutions providing emergency dental care (*in Slovenian*) is available at: <http://www.mojzobar.si/dezurni-zobozdravniki-v-celju-kopru-novem-mestu/>



On-Duty Pharmacies

WHAT

All major Slovenian cities offer on-duty pharmacies, open 24 hours a day. If you need a medicine that is available without prescription, you might pay more in an on-duty pharmacy than in a regular pharmacy, but only between 10 pm and 6 am or on Sundays and public holidays.

WHERE

- The list of pharmacies in Slovenia, including on-duty pharmacies (*in Slovenian*), is available at:

<http://www.lek-zbor.si/Mrežalekarn/Dežurnelekarne/tabid/81/Default.aspx>

Description and List of Healthcare Services for Uninsured

GOOD TO KNOW

Healthcare services for uninsured provide free-of-charge primary healthcare services and medical advice when:

- you do not have compulsory health insurance,
 - you have compulsory health insurance but cannot apply for complementary health insurance,
 - you do not have permanent residence in the Republic of Slovenia,
 - you are a foreigner, asylum seeker or person with refugee or subsidiary protection status.
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DOCTOR'S CONSULTATION OFFICE FOR PEOPLE WITHOUT HEALTH INSURANCE IN LJUBLJANA

What

The Slovenian Philanthropy offers healthcare services for people without health insurance who need help or advice and they live in the area of Municipality of Ljubljana. The communication can be held in Slovene, Croatian, Serbian, English and Italian.

Where

Slovenian Philanthropy:

Mislejeva 3, 1000 Ljubljana

T: +386 1 437 20 10

E: sara.gregori@zd-lj.si

W: <http://www.filantropija.org/ambulanta-za-osebe-brez-zdravstvenega-zavarovanja/>

DOCTOR'S CONSULTATION OFFICE FOR PEOPLE WITHOUT HEALTH INSURANCE IN MARIBOR

What

Caritas offers primary healthcare services and primary dental care services for people without health insurance.

Where

Caritas Maribor (*Nadškofijska Karitas Maribor*):

Strossmayerjeva 15, 2000 Maribor

T: +386 59 080 350

E: info@karitasmb.si

W: http://www.karitasmb.si/index.php?id_novosti=64

DOCTOR'S CONSULTATION OFFICE FOR PEOPLE WITHOUT HEALTH INSURANCE IN NOVA GORICA

What



Humanitarian Centre in Nova Gorica offers primary healthcare services for people without health insurance in the Goriška region. Most of their clients include seasonal workers and small artisans.

Where

Humanitarian Centre in Nova Gorica:
Bidovčeva ulica 2-4, 5000 Nova Gorica
T: +386 70 818 102
E: probono.amb.ng@gmail.com
W: <http://probono-amb-ng.weebly.com/>

GENERAL PRACTITIONER'S OFFICE FAJDIGA (FAJDIGOVA AMBULTANTA) IN KRANJ

What

Association running primary healthcare services free-of-charge for people without health insurance in Kranj. Opening hours: every Tuesday from 3 pm to 6 pm.

Where

General Practitioner's Office Fajdiga (Društvo za pomoč osebam brez urejenega zdravstvenega zavarovanja, Fajdigova ambulanta):
Gospodsvetska ulica 9, 4000 Kranj
T: +386 4 208 2 208
E: info@fajdigova.si
W: <http://www.fajdigova.si/dr-fajdiga>

PRIVATE GENERAL PRACTITIONER'S OFFICE ANDREJ DERNIKOVIČ, MD IN IZOLA

What

Private General Practitioner's Office in Izola offers consultations free-of-charge twice a week, on Mondays between 6 pm and 7 pm and Fridays between 1 pm and 2 pm.



Where

Zasebna ordinacija splošne medicine Andrej Dernikovič dr. med.:

Ulica Oktobrske revolucije 11, 6310 Izola

T: + 386 5 640 3 563

E: medinsula.info@gmail.com

W: <http://www.dzdravje.si/derandr/##ddmpage-section-2>

PRO BONO DENTAL HEALTHCARE IN THE MATENJA VAS VILLAGE NEAR POSTOJNA

What

The free-of-charge dental healthcare service is offered to asylum seekers, refugees, migrants and other vulnerable persons through the Slovenian Philanthropy.

Where

Slovenian Philanthropy:

Mislejeva 3, 1000 Ljubljana

T: +386 1 437 20 10

W: <http://www.filantropija.org>

PRO BONO DENTAL HEALTHCARE, PART OF PRO BONO SERVICES PROVIDED BY NADŠKOFIJSKA KARITAS MARIBOR

What

Dental healthcare services are offered free-of-charge to all vulnerable persons. Possibility of interpreters for the Albanian and Roma language.

Where

Nadškofijska Karitas Maribor:

Strossmayerjeva 15, 2000 Maribor

T: +386 59 080 350

E: info@karitasmb.si

W: http://www.karitasmb.si/index.php?id_novosti=64



List of Different Services

INTERPRETERS FOR HEARING IMPAIRED PEOPLE

What

For a right to a sign language interpreter, an application must be submitted with the Social Work Centre. If approved, you will receive an identification card and corresponding number of vouchers. One voucher is equivalent to one hour of sign language interpreting services (free-of-charge). When all of the vouchers are cashed in, the services will be charged.

Where

Zavod združenje tolmačev za slovenski znakovni jezik:

Prekmurska ulica 6, 1000 Ljubljana

T: +386 1 436 47 92

E: info@tolmaci.si

W: <http://www.tolmaci.si/?id=1&c=1> (*in Slovenian*)

INTERPRETERS FOR ASYLUM SEEKERS

What

Asylum seekers are entitled to interpreting services which are provided by the Government Office for the Support and Integration of Migrants only in certain cases. In certain cases, the NGOs also provide the interpreters. The service is free-of-charge for the beneficiaries

Where

Government Office for the Support and Integration of Migrants:

Cesta v Gorice 15, 1000 Ljubljana

T: +386 1 200 84 01

E: uoim.mnz@gov.si

W: <http://www.uoim.gov.si/en/tasks/> (*in English*)



INTERPRETERS FOR PERSONS UNDER INTERNATIONAL PROTECTION

What

Persons who are granted international protection in Slovenia are entitled to interpreting services for a limited period of time and in a limited range (mainly for first 9 months after being granted international protection, after that, they are entitled to interpreting services only in specific urgent cases). Interpreters are provided by the Government Office for the Support and Integration of Migrants or by the Ministry of the Interior as well as through the selected NGOs. Currently these NGOs are the association Odnos (<http://odnos.si/>) and the Slovenian Philanthropy (<http://www.filantropija.org/>). The service is free-of-charge for persons under international protection

Where

Government Office for the Support and Integration of Migrants:

Cesta v Gorice 15, 1000 Ljubljana

T: +386 1 200 84 01

E: uoim.mnz@gov.si

W: <http://www.uoim.gov.si/en/tasks/> (*in English*)

List of the Most Important Rights and Obligations

PATIENTS' RIGHTS AND ADVOCACY

What

Equal, adequate, high-quality and safe healthcare should be provided to all patients. The most important patients' rights are:

- Right to access and receive preventive healthcare services



- Right to equal access and treatment
- Right to a free choice of a physician and healthcare service provider
- Right to adequate, high-quality and safe healthcare services
- Right to a respect of patients' time
- Right to information and cooperation
- Right to make independent decisions on medical treatment
- Right to reconsider a previously expressed will
- Right to the prevention and relief of suffering
- Right to second opinion
- Right to access medical files
- Right to privacy and personal data protection

Each right is further described (*in English*) at:

http://www.nkt-z.si/wps/portal/nktz/home/healthcare/rights%26obligations/rights!/ut/p/z1/IZDNDolwEISfyOxUfuRak6ZUICZiEfdiOBBDluDBGB9fwfFoxb1tMt_szBJTRdzXj_ZS39uhr6_jfuL4HApIdGBhkO8BqTOUWxXC2oCOkyDGTqYGIrUHG8CUGygd5UtklFffJLF65FXFi6SQheYx-PLyJm8R8B-6LpRw-eZL4Wv3zYH1S8n_jwaF-GBCvK06Fr6NY556qnac1CvgAVFajl/dz/d5/L2dBISEvZ0FBIS9nQSEh/

If you believe your rights have been violated, you may file a complaint with the patients' rights advocate who provides:

- Information on patients' rights,
- Professional assistance and direction in the field of patients' rights and medical activities.

The most important patients' obligations are: to take active part in their treatment, follow the instructions given by medical staff, provide accurate information on their medical condition, inform medical staff of any sudden changes in the medical condition, treat medical staff and other patients with respect, follow institutional rules and keep appointments or cancel them in due time (at least 10 days before the scheduled appointment, otherwise they can be removed from the waiting list).

Any patient who believes their rights have been abused or unreasonably denied may file a complaint with the patients' rights advocate. The work of the patients' rights advocate is confidential and free-of-charge.

Where



Patients' rights advocates are employed with the National Institute of Public Health and its regional units.

The list of patients' rights advocates in Slovenia (*in Slovenian*) is available at:

http://www.mz.gov.si/si/pogoste_vsebine_za_javnost/pacientove_pravice/zastopniki_pacientovih_pravic/

List of Healthcare-Related Online Resources

SLOVENIAN HEALTH SYSTEM NAVIGATION GUIDE FOR MIGRANTS

What

Provides information on Slovenian healthcare system and access to healthcare services in seven languages.

Where

Slovenian health system navigation guide for migrants (*in Slovenian, English, Tigrinya, Russian, Pashto, Arabian, Farsi*) <http://www.nijz.si/sl/projekt-care>

LEAFLET: SLOVENIAN HEALTH SYSTEM NAVIGATION GUIDE FOR MIGRANTS

What

Provides most basic information on Slovenian healthcare system and access to healthcare services in seven languages.

Where

Leaflet: Slovenian health system navigation guide for migrants (*in Slovenian, English, Tigrinya, Russian, Pashto, Arabian, Farsi*) <http://www.nijz.si/sl/projekt-care>

MULTILINGUAL AID FOR BETTER COMMUNICATION IN HEALTHCARE



What

Handbook designed to facilitate basic communication in healthcare in seven languages.

Where

Multilingual Aid for Better Communication in Healthcare (*in Slovenian, Albanian, Arabic, Chinese, English, Farsi, French, Russian*):

http://multilingualhealth.ff.uni-lj.si/MNZ_ang_fr_ponatis_www_skupaj.pdf

TREATMENT AND FOLLOW-UP APPOINTMENTS FORM

What

A standard form for treatment and follow-up appointments translated from Slovenian into seven foreign languages.

Where

(*in Slovenian, Albanian, Arabic, Chinese, English, Farsi, French, Russian*)

http://multilingualhealth.ff.uni-lj.si/MNZ_ang_fr_ponatis_www_skupaj.pdf



List of Healthcare-Related Support Services and Projects

GOOD TO KNOW

In case of emergency call 122 and tell them: who you are, how many people are injured, what happened, what are the injuries, where it happened, what are the circumstances at the scene of the accident, when did it happen, what kind of assistance is needed.

ASSOCIATION OF SIGN LANGUAGE INTERPRETERS

WHAT

They provide sign language interpreters. If you have vouchers, their service is free-of-charge.

WHERE

Zavod združenje tolmačev za slovenski znakovni jezik:

Prekmurska ulica 6, 1000 Ljubljana

T: +386 1 436 47 92

E: info@tolmaci.si

W: <http://www.tolmaci.si/?id=1&c=1> (*in Slovenian*)

SLOVENIAN PHILANTHROPY

WHAT

This organisation offers healthcare services for people without health insurance who need help or advice and they live in the area of Municipality of Ljubljana. The service is possible in Slovenian, Croatian, Serbian, English and Italian.

WHERE



Slovenska filantropija:
Mislejeva 3, 1000 Ljubljana
T: +386 1 437 20 10
E: sara.gregori@zd-lj.si
W: <https://www.filantropija.org/en/> (*in English*)

ASSOCIATION ODNOS

WHAT

Organisation supporting refugees and asylum seekers in solving issues relative to various aspects of integration (including arranging status, visiting doctors, etc.) with counselling offices in Ljubljana and Maribor.

WHERE

Društvo Odnos, Ljubljana Unit:
Einspielerjeva ulica 6, 1000 Ljubljana, *1st floor*
T: +386 41 552 628
E: drustvoodnos@gmail.com

Counselling office Maribor:
Glavni trg 17b, 2000 Maribor, *3rd floor*
T: + 386 31 773 227
E: maribor@drustvo-odnos.si
W: <http://odnos.si/domov/kontakt/Vabilo%20na%20skupinsko%20sre%C4%8Danje%20oktober%202014/> (*in Slovenian*)

NADŠKOFIJSKA KARITAS MARIBOR

WHAT

They offer primary healthcare services and primary dental healthcare services for people without health insurance in Maribor.

WHERE

Nadškofijska Karitas Maribor:



Strossmayerjeva 15, 2000 Maribor

T: +386 59 080 350

E: info@karitasmb.si

W: http://www.karitasmb.si/index.php?id_novosti=64 *(in Slovenian)*

HUMANITARIAN CENTRE IN NOVA GORICA

WHAT

They offer primary healthcare services for people without health insurance in the Goriška region.

WHERE

Humanitarian Centre Nova Gorica:

Bidovčeva ulica 2-4, 5000 Nova Gorica

T: +386 70 818 102

E: probono.amb.ng@gmail.com,

W: <http://probono-amb-ng.weebly.com/> *(in Slovenian)*

GENERAL PRACTITIONER'S OFFICE FAJDIGA (DRUŠTVO ZA POMOČ OSEBAM BREZ UREJENEGA ZDRAVSTVENEGA ZAVAROVANJA, FAJDIGOVA AMBULANTA)

WHAT

They offer primary healthcare services for people without health insurance in Kranj.

WHERE

Društvo za pomoč osebam brez urejenega zdravstvenega zavarovanja, Fajdigova ambulanta:

Gospodsvetska ulica 9, 4000 Kranj

T: +386 4 208 2 208

E: info@fajdigova.si

W: <http://www.fajdigova.si/> *(in Slovenian)*



GOVERNMENT OFFICE FOR THE SUPPORT AND INTEGRATION OF MIGRANTS

WHAT

In rare cases, the Government Office provides interpreters for asylum seekers in cases of emergency. Moreover, they provide interpreters for persons under international protection but only for a limited period of time.

WHERE

Government Office for the Support and Integration of Migrants:

Cesta v Gorice 15, 1000 Ljubljana

T: +386 1 200 84 01

E: uoim.mnz@gov.si

W: <http://www.uoim.gov.si/en/tasks/> (*in English*)

NATIONAL INSTITUTE OF PUBLIC HEALTH

WHAT

The institute is developing a multicultural approach in healthcare and providing educational programmes for healthcare workers and services of patients' rights advocates.

WHERE

National Institute of Public Health:

Trubarjeva 2, 1000 Ljubljana

T: +386 1 244 14 00

E: info@nijz.si

W: <http://www.nijz.si/en> (*in English*)