



Univerza v Ljubljani

Information for International students



Healthcare System in Slovenia



REPUBLIKA SLOVENIJA
MINISTRSTVO ZA IZOBRAŽEVANJE,
ZNANOST IN ŠPORT



EVROPSKA UNIJA
EVROPSKI
SOCIALNI SKLAD
INICIJATIVA V VAŠO PRIHODNOST



Javni Stipendijski, razvojni,
invalidski in preživetveni
sklad Republike Slovenije



Univerza v Ljubljani

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WHAT TO BRING WITH YOU

Before coming to Slovenia you should make sure you have:

- appropriate health insurance documentation
- large enough supply of any prescription medications that you need (*including birth control*)

If you have any chronic medical conditions or other healthcare needs, please bring all relevant medical documents with you (e.g. test results and medical reports, information about prescribed treatment).

More information is available here:

www.zdstudenti.si/en



photo: Freepik.com

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HEALTH INSURANCE

If you have health insurance in:	What do you have to do and what do you get?
EU, Iceland, Liechtenstein, Norway, Switzerland, United Kingdom	<p>Have a valid European Health Insurance Card (EHIC), or a certificate that serves as a substitute for it.</p> <p>Some services are free; for others there is usually a copayment of €3–10 per visit.^{1,2}</p>
Australia	<p>Have a valid Medicare card and passport.</p> <p>Some services are free; for others there is usually a copayment of €3–10 per visit.^{1,2}</p>
Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia	<p>1. Get the BIH/SI 3 or MNE/SI 03 or SRB/SI 03 or RM/SI 3 form in your home country, from the institution that provides your health insurance.</p> <p>2. Submit the form to the Health Insurance Institute of Slovenia (Mala ulica 3, Ljubljana), which will issue your MedZZ certificate. Your insurance is not valid without the certificate.</p> <p>Some services are free; for others there is usually a copayment of €3–10 per visit.^{1,2}</p>
Other countries	<p>Buy health insurance from a private insurance company in your home country or in Slovenia.</p> <p>Depending on the type of insurance, you usually pay €20–50 per visit² and then ask for a refund from your insurance company.</p>
Students without health insurance	<p>You pay for healthcare services yourself (usually €20–50 per visit).²</p>

¹ Services are free if there is a negative change in your health (determined by the doctor).

² Prices based on ZDŠ averages. You can pay by card or in cash.

You can also get the Slovenian national health insurance:
www.zdstudenti.si/en/information-for-patients/health-insurance

STUDENT HEALTH CENTRE

All international students in Slovenia have access to the public healthcare system. If you have medical issues, you should contact the **Student Health Centre of the University of Ljubljana** (Zdravstveni dom za študente Univerze v Ljubljani – ZDŠ), which offers health services in the following areas:

- general practice and family medicine
- dentistry
- gynaecology and obstetrics
- clinical psychology
- psychiatry
- diagnostic laboratory

ZDŠ is located in Ljubljana at Aškerčeva cesta 4, between the Faculty of Arts and the Faculty of Mechanical Engineering.

What to do if:

... you can't breathe
or you are bleeding heavily?

Immediately call
112.

... you've broken your arm?

Go to the nearest
emergency centre.

... you've had a high fever
for 3 days?

Contact ZDŠ.

... you need a regular
gynaecological check-up?

Contact ZDŠ.

EMERGENCY MEDICAL CARE

If you are in a life-threatening situation or have had an accident, call **112**. If it is necessary, an ambulance will take you to the nearest emergency department, where you will get urgent medical treatment.

Emergency departments are open 24/7 and offer only **emergency** medical help.

You do not need to make an appointment.

EMERGENCY CALL 112

In Ljubljana you can go to the Emergency Department (Urgenca) of the Ljubljana University Medical Centre.



URGENCA

Zaloška 7

1000 Ljubljana

 +386 1 522 46 46

If your situation is not an emergency, contact ZDŠ instead. At the emergency department you have to pay yourself for all non-emergency medical services.

SOCIAL AND PSYCHOLOGICAL SUPPORT

Counselling is available for all University of Ljubljana students. More information (*in Slovenian*) at:

 www.pef.uni-lj.si/894.html

For counselling in **English** please contact:

 anja.gruden@pef.uni-lj.si

For counselling in **Bosnian, Croatian, Montenegrin or Serbian** please contact:


 tomaz.vec@pef.uni-lj.si

The Psychiatric Department at ZDŠ offers help in English and in Bosnian, Croatian, Montenegrin or Serbian. Make an appointment during office hours:


 international@zdstudenti.si

 +386 1 200 74 11

If you are experiencing difficulties or having suicidal thoughts during nighttime, you can call:

 +386 1 520 99 00 (*from 7 pm to 7 am*)

You can get immediate help by calling the **Emergency Psychiatric Clinic:**

 +386 1 475 06 85 (*from 8 am to 12 noon*)

They will quickly assess your psychological state and suggest what you can do next.