### **MAKING AN APPOINTMENT**

Every time you go to ZDŠ, you have to make an appointment:



international@zdstudenti.si

When making an appointment by email you have to copy and fill in a table about your health insurance.



You can find it at:

www.zdstudenti.si/en/ information-for-patients/ appointments

The appointment you get will be for the earliest possible date, depending on how urgent your problem is. Circumstances in healthcare frequently change, so please be patient.

## 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.

# ZDŠ offers health services in the following areas:

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

More information is available on our website:



for students

Zdravstveni dom za študente

Univerze v Liubliani

Student Health Centre

Information for International Students

Aškerčeva cesta 4

1000 Liubliana

#### SOCIAL AND PSYCHOLOGICAL SUPPORT

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



For counselling in English please contact:

anja.gruden@pef.uni-lj.si.

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

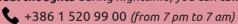


The Psychiatric Department at ZDŠ offers help in English and in Bosnian, Croatian, Montenegrin or Serbian. Make an appointment during office hours:



+386 1 200 74 11

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



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.

#### **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.

#### **HEALTH INSURANCE**

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

<sup>&</sup>lt;sup>1</sup> Services are free if there is a negative change in your health (determined by the doctor).

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

<sup>&</sup>lt;sup>2</sup> Prices based on ZDŠ averages. You can pay by card or in cash.