



Univerza v Ljubljani

## Information for International students



## Healthcare System in Slovenia



REPUBLIKA SLOVENIJA  
MINISTRSTVO ZA IZOBRAŽEVANJE,  
ZNANSTVO 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](http://www.zdstudenti.si/en)**



## 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 <b>European Health Insurance Card (EHIC)</b>, or a certificate that serves as a substitute for it.</p> <p>Some services are <b>free</b>; for others there is usually a <b>copayment</b> of €3–10 per visit.<sup>1,2</sup></p>
Australia	<p>Have a valid <b>Medicare card</b> and passport.</p> <p>Some services are <b>free</b>; for others there is usually a <b>copayment</b> of €3–10 per visit.<sup>1,2</sup></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 <b>home country</b>, 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 <b>MedZZ certificate</b>. Your insurance is not valid without the certificate.</p> <p>Some services are <b>free</b>; for others there is usually a <b>copayment</b> of €3–10 per visit.<sup>1,2</sup></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 visit<sup>2</sup> 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).<sup>2</sup></p>

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

<sup>2</sup> 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](http://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](http://www.pef.uni-lj.si/894.html)

For counselling in **English** please contact:

 [anja.gruden@pef.uni-lj.si](mailto:anja.gruden@pef.uni-lj.si)

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


 [tomaz.vec@pef.uni-lj.si](mailto: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](mailto: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.