

Information for international students about the Slovenian healthcare system

All international students in Slovenia have access to the public healthcare system. The type of health insurance you have may completely or partially cover the payment of medical services such as emergency medical care, general medical examinations, prescription medication and specialist services.

If you need medical help you should usually see a general practitioner at a health centre.

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 contraceptive pills).

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

Health insurance

If you have health insurance in...	What do you have to do?	What do you get?
a) EU, Iceland, Liechtenstein, Norway, Switzerland, United Kingdom	Have a valid European Health Insurance Card (EHIC) , or a certificate that serves as a substitute for it. You get the card/certificate in your home country .	Some services are free ; for others there is usually a copayment of €3–10 per visit. ^{1, 2}

IKTERUS – Izboljšanje komunikacije s tujimi študenti v Zdravstvenem domu za študente Univerze v Ljubljani
This project is co-financed by the Republic of Slovenia and the EU from the European Social Fund.

b) Australia	Have a valid Medicare card and show your passport.	Some services are free ; for others there is usually a copayment of €3–10 per visit. ^{1, 2}
c) Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia	<ol style="list-style-type: none"> 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 (ZZZS, Mala ulica 3, Ljubljana), which will issue your MedZZ certificate. <u>Your insurance is not valid without this certificate.</u> 	Some services are free ; for others there is usually a copayment of €3–10 per visit. ^{1, 2}
d) 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 visit ² and then ask for a refund from your insurance company.
e) Students without health insurance		You pay for healthcare services yourself (usually €20–50 per visit). ²

You can also get the Slovenian national health insurance:

If you get **basic health insurance** (*obvezno zdravstveno zavarovanje*), some services are free and for others there is usually a copayment of €3–10 per visit:^{1, 2}

1. Register at the Health Insurance Institute of Slovenia (ZZZS, Mala ulica 3, Ljubljana). You will need an identity document and your certificate of enrolment.

IKTERUS – Izboljšanje komunikacije s tujimi študenti v Zdravstvenem domu za študente Univerze v Ljubljani
This project is co-financed by the Republic of Slovenia and the EU from the European Social Fund.

2. You will then pay a monthly fee (currently €142.82 per month) OR you can submit a formal statement that someone else will be covering the cost.

If you also get **additional health insurance** (*dopolnilno zdravstveno zavarovanje*) (approximately €35 more per month; available at [Generali](#), [Triglav](#) or [Vzajemna](#)), all public health services are free.

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.

Remember: even if you have valid health insurance, you will still need to **pay** in the following cases:

- If you don't have your health insurance card or certificate with you
- If you go to the emergency department for any non-emergency medical services (if you do not need immediate medical help)
- If you get a prescription for a medication that is not covered by your insurance (some medications are only available with a copayment; discuss your options with your doctor)

Student Health Centre

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

The main building of ZDŠ is located at **Aškerčeva cesta 4**, between the Faculty of Arts and the Faculty of Mechanical Engineering. A smaller unit is located within the student dormitory complex in **Rožna dolina** (Svetčeva ulica 9), in Dorm VIII.

More information is available on their website: www.zdstudenti.si/en/

IKTERUS – Izboljšanje komunikacije s tujimi študenti v Zdravstvenem domu za študente Univerze v Ljubljani
This project is co-financed by the Republic of Slovenia and the EU from the European Social Fund.

Making an appointment at ZDŠ

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

- by email (international@zdstudenti.si), or
- by phone +386 (0) 1 200-74-22.

When making an appointment by email, please copy and fill in this table:

<https://www.zdstudenti.si/en/information-for-patients/appointments/>

- **Advice on making an appointment and your first visit:**

<https://www.zdstudenti.si/en/information-for-patients/appointments/advice/>

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 the necessary medical treatment. Emergency departments are open 24/7 and offer only **emergency** medical help. You have to pay yourself for all non-emergency medical services. You do not need to make an appointment.

In Ljubljana you can go to the [Emergency Department \(*Urgenca*\) of the Ljubljana University Medical Centre](#).

If your situation is not an emergency, contact ZDŠ instead.

Tick alert

The most dangerous animal in Slovenia is the little tick. Pay attention to developing symptoms such as a red rash around the bite wound, which can be a sign of lyme disease. If you plan to spend a lot of time in nature, it may be a good idea to get vaccinated against tick-borne encephalitis.

More information: <http://www.drustvo-bpnb.si/index.php/english-articles/199-tick-and-diseases>

IKTERUS – Izboljšanje komunikacije s tujimi študenti v Zdravstvenem domu za študente Univerze v Ljubljani

This project is co-financed by the Republic of Slovenia and the EU from the European Social Fund.

Social and psychological support

You can get immediate help by calling the **Emergency Psychiatric Clinic**: +386 1 4750 685 (8:00–12:00). They will quickly assess your psychological state and suggest what you can do next.

If you are experiencing difficulties or having suicidal thoughts during nighttime (19:00–7:00), you can call **+386 1 520 99 00**.

More resources for social and psychological support are available on the website of the Student Health Centre: <https://www.zdstudenti.si/en/information-for-patients/social-and-psychological-support/>

IKTERUS – Izboljšanje komunikacije s tujimi študenti v Zdravstvenem domu za študente Univerze v Ljubljani
This project is co-financed by the Republic of Slovenia and the EU from the European Social Fund.