

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](http://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:

www.zdstudenti.si/en/



Zdravstveni dom za študente
Univerze v Ljubljani
Student Health Centre
University of Ljubljana

Information for International Students

Aškerčeva cesta 4
1000 Ljubljana



**Student Health Centre
of the University of Ljubljana**
main Slovenian medical institution
for students

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.

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, Norway, Switzerland, United Kingdom	Have a valid European Health Insurance Card (EHIC), or a certificate that serves as a substitute for it. Some services are free; for others there is usually a copayment of €3–10 per visit. ^{1,2}
Australia	Have a valid Medicare card and passport. Some services are free; for others there is usually a copayment of €3–10 per visit. ^{1,2}
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. ^{1,2}
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.
Students without health insurance	You pay for healthcare services yourself (usually €20–50 per visit). ²

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