



Information about COVID-19 disease caused by SARS-CoV-2 virus

WHAT: Coronavirus is a novel strain of viruses, not previously identified in humans. World Health Organisation (WHO) named it SARS-CoV-2, and the disease it causes COVID-19. It was discovered in China at the end of 2019.

According to information available, coronavirus infection most often causes symptoms such as fever, dry cough, shortness of breath, and sudden loss of taste and/or smell or changes in taste, while less frequent symptoms include body aches, headache, fatigue, and vomiting.

A person experiencing at least one of these symptoms is advised to contact their family doctor or their designated COVID clinic. In order to avoid the worst possible outcome and medical complications, it is important to notice the symptoms on time and get in touch with medical experts. Please do not go to see your doctor without calling first!

It is important to follow the key epidemiological recommendations to avoid coronavirus infection – practice physical distancing, avoid large gatherings, wear face masks and maintain proper hygiene.

INSTRUCTIONS FOR PERSONS WHO TESTED POSITIVE FOR COVID-19 AND FOR



CLOSE CONTACTS OF AN INFECTED PERSON:

If you have tested positive for COVID-19:

- Stay home and physically isolate yourself from others in your home.
- Notify your family doctor by phone or e-mail (e. g. in case phone lines are busy, it is a weekend and your doctor is not in his office, etc.). Your doctor will provide you with instructions about isolation and, if necessary, grant sick leave.
- If you work in healthcare or social care system (nursing homes), immediately notify your employer or the COVID-19 team in the institution in which you work, which will then contact the epidemiologist designated for your area, who will decide on the need for further actions within your work institution.
- Stay isolated for 10 days. Date of illness onset is considered as day 0, and the second day of illness is considered as the first day of isolation. After 10 days, the person is no longer contagious and does not have to get tested again for COVID-19 (exceptions are severe clinical forms of COVID-19 and immunocompromised patients).
- Notify your close contacts about your disease, i.e., about testing positive for COVID-19 and instruct them to contact their family doctors regarding quarantine (self-isolation). They should be quarantined for 10 days since last being in physical contact with you. For example, if you were in contact with a person on 5 October, then they need to be quarantined until 15 October, and on 16 October they are free to continue with their regular everyday activities (work, school, etc.), provided they don't develop any symptoms of the disease during quarantine.
- Close contacts are all the people you have been in contact with 48 hours before the appearance of the first symptoms (or before taking a swab in case you do not have any symptoms, but still test positive for SARS-CoV-2) until the beginning of your isolation.
- Prepare a list of close contacts which you will send to your designated epidemiological service (preferably by e-mail) if necessary.

If a person infected with COVID-19 notifies you that you are a close contact:

- Stay home and physically isolate yourself from others in your home.
- Notify your family doctor by phone or e-mail (e. g. in case phone lines are



busy, it is a weekend and your doctor is not in his office, etc.)

- Your family doctor will take the basic information on the person infected with COVID-19 who listed you as a close contact for verification (by reviewing the electronic database or directly contacting an epidemiologist) and, if necessary, grant you sick leave.
- Stay quarantined (self-isolated) for 10 since your last contact with an infected person. The day you were last in contact is considered as day 0, and the following day is the first day of quarantine. For example, if you were in contact with an infected person on 5 October, then the last day of quarantine is 15 October, and on 16 October you are free to continue with your regular everyday activities (work, school, etc.) provided you don't develop any symptoms of the disease during quarantine/self-isolation.
- If you work in healthcare or social care system (nursing homes), immediately notify your employer, or the COVID-19 team in the institution in which you work, about the fact that you have been in contact with an infectious person and that you have to be quarantined for 10 days.

More information about COVID-19 disease caused by SARS-CoV-2 virus i
necessary epidemiological measures can be found at: <https://www.koronavirus.hr/>



Get medical help

WHAT

Steps to get medical aid differ in emergency and other cases. If you need urgent medical aid, another person should call an ambulance or you should go to the closest ambulance station.

GOOD TO KNOW

Health protection and its providers: <https://goo.gl/b5aNBO>

STEPS

Step 1: You need to choose a doctor in the health centre in your residence area and officially register with the Croatian Health Insurance Fund as that doctor's patient.

Step 2: On arrival to the health centre, you can ask at the reception desk where your doctor's office is located. When you visit the doctor, you either wait in the waiting room, or you set up an appointment in advance, in person or by telephone.

Step 3: If an additional specialist examination or test is needed, your doctor will give you a referral and direct you to the appropriate medical institution which you should visit or set up an appointment.

WHERE

Croatian Health Insurance Fund: <https://goo.gl/UW92kT>

Directory of medical institutions in Croatia: <https://goo.gl/NuzCIW>





ATTENTION

Persons under international protection don't choose their doctor, but go to the closest one or any other health centre.



Description of the system: Public healthcare in Croatia

WHAT

Every person has the right to health care; in cases of emergency, everybody is obliged to give first aid or enable access to emergency medical aid to a person who is injured or sick. In Croatia, there is compulsory health insurance and voluntary health insurance (supplementary, additional and private).

WHO

If you have a short-term visa, you must have an appropriate and valid health insurance for travellers that covers the period of stay in Croatia. If you have a temporary or permanent residence, you must have mandatory health insurance. All aliens in Croatia, including irregular migrants, are entitled to emergency medical assistance and urgent treatment of diseases and serious mental disorders. If you are a seeker of international protection, you are entitled to emergency medical assistance and urgent treatment of diseases and serious mental disorders. If you have been granted international protection, you are entitled to the same scope of healthcare as an insured person; the costs are covered by the Ministry of Health.

HOW

Insured persons realise health protection from mandatory insurance on the primary level by making a free choice of the medical doctor and the dentist; as a rule, the choice is made according to the place of residence. Insured persons realise the secondary and tertiary levels of health protection on the basis of referral by the GP of their choice, who has a contract with the HZZO for primary health protection.



GOOD TO KNOW

The Health Protection Act: <https://goo.gl/7cXo2E>

WHERE

Croatian Health Insurance Fund (HZZO): <https://goo.gl/UW92kT>

Directory of medical institutions in Croatia: <https://goo.gl/NuzCIW>

Private insurance

WHAT

Private health insurance is a form of voluntary health insurance offered by insurance companies; it provides healthcare for natural persons staying in the Republic of Croatia, where such persons are not obligated to be insured in accordance with the Compulsory Health Insurance Act and the Act on Healthcare of Aliens in the Republic of Croatia.

HOW

By contracting private voluntary insurance with an insurance company.

GOOD TO KNOW

The Act on Voluntary Health Insurance: <https://goo.gl/5oUN4K>



WHERE

Various insurance companies operating in Croatia.



Health insurance cards

SEEKERS OF INTERNATIONAL PROTECTION

What

Seekers of international protection don't have health insurance cards and have a right to urgent medical aid. However, apart from the doctor on duty, there are also Doctors of the World present in reception centres for international protection seekers, providing other medical services, if needed, free of charge.

Where

RECEPTION CENTRE FOR SEEKERS OF INTERNATIONAL PROTECTION
(PRIHVATILIŠTE ZA TRAŽITELJE MEĐUNARODNE ZAŠTITE) Porin

RECEPTION CENTRE FOR SEEKERS OF INTERNATIONAL PROTECTION
(PRIHVATILIŠTE ZA TRAŽITELJE MEĐUNARODNE ZAŠTITE)

EU CITIZENS

What

EU citizens register for mandatory health insurance and receive insurance cards like citizens of Croatia do. Insurance beneficiaries may request a European health insurance card.

Where

Croatian Health Insurance Fund (Hrvatski zavod za zdravstveno osiguranje):
<https://goo.gl/i8CHqa>

CITIZENS OF THIRD COUNTRIES

What



Citizens of third countries register for mandatory health insurance and receive insurance cards like citizens of Croatia. In case they did not have health insurance in their home country, or their country's system is not complementary with the Croatian system, they have to pay 5,000 HRK when starting the health insurance procedure.

Where

Croatian Health Insurance Fund: <https://goo.gl/i8CHqa>

PERSONS WHO HAVE BEEN GRANTED INTERNATIONAL PROTECTION

WHAT:

Persons who have been granted international protection are entitled to healthcare and services in the same scope as Croatian citizens with compulsory health insurance, in all healthcare institutions, regardless of the fact that they are not insured with the Croatian Health Insurance Fund.

WHO: If you have been granted international protection and you are unemployed, the costs of your healthcare are covered by the Ministry of Health, subject to specificities in approach.

HOW: Since you are not insured with the Croatian Health Insurance Fund as an unemployed person who has been granted international protection, you do not have a health insurance card or an ID number of an insured person; you instead prove your status at the doctor's with your residence permit. If you require a check-up at the hospital or a medication, the doctor will issue you a private referral and prescription.

In order to receive payment for the costs of your treatment, healthcare service providers send invoices, a copy of your residence permit and accompanying medical files directly to the Ministry of Health.

USEFUL:



Specificities of receiving medication

In the pharmacy, in addition to the prescription that you received from the doctor, you have to provide a copy of your residence permit, which is proof of your status in the Republic of Croatia. In order for pharmacies to receive payment for the costs of the medication, they have to send a copy of the prescription, the residence permit and the invoice to the Ministry of Health. If pharmacies are not familiar with the proper procedure, they should be instructed to contact the Ministry of Health.

ATTENTION: When you find a job and start paying contributions, you will become insured with the Croatian Health Insurance Fund and you will receive a health insurance card. Members of your family cannot acquire the right to compulsory health insurance through you – such insurance is still paid for them from the state budget.

It is important to know that if you lose your job, you will no longer be insured with the Croatian Health Insurance Fund.

WHERE:

Ministry of Health <https://zdravlje.gov.hr/>

Ksaver 200a

10000 Zagreb

DESIGNATED CONTACT PERSON:

Božica Šarić, LL.M

Head of Department for Compliance with EU Regulations in the Administration for
Legal and Financial Affairs

bozica.saric@miz.hr



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Compulsory health insurance

WHAT

The Croatian Health Insurance Fund implements mandatory health insurance. Under the mandatory health insurance, all insured persons are granted rights and duties following from that type of insurance on the basis of mutuality, solidarity, and equality.

WHO

All persons living in Croatia and foreigners granted permanent residence in Croatia (unless stipulated otherwise by an international treaty or a special legal act) must take mandatory health insurance.

Insurance beneficiaries include the insured, children up to 18 years of age, family members of the insured, and other insured persons who enjoy mandatory health insurance in specific circumstances.

HOW

You register for mandatory health insurance at the Croatian Health Insurance Fund. Apart from your personal/resident's ID, you need to fill in and submit Forms 1 or 2, which you can get in the Croatian Health Insurance Fund.

WHEN

After receiving a residence permit or upon expiration of previous mandatory health insurance.



GOOD TO KNOW

On mandatory health insurance: <https://goo.gl/uVbX94>

WHERE

Croatian Health Insurance Fund: <https://goo.gl/i8CHqa>

ATTENTION

Persons without supplementary health insurance have to cover 20% of total expenses of hospital treatment, appointments with the GP or a dentist ((dental practitioner). In case of hospital treatment, they must pay up to 20% of the price of a specific health service, or a maximum of 2,000 HRK per examination.

Description of private healthcare

WHAT

Private health care is provided by licensed health workers. Some private subjects are contractual partners of HZZO. Private health care is paid for; it is also available to persons without mandatory health insurance.

WHO

Any person who can afford private health care.



HOW

By contacting a chosen private practitioner and setting up an appointment.

GOOD TO KNOW

Private health care offers a more personalised approach, shorter waiting times, and higher standards of service.

WHERE

Directory of medical institutions and private practices in Croatia:

<https://goo.gl/NuzCIW>

ATTENTION

It is useful to enquire about prices and quality of service beforehand.

On duty pharmacies in large cities

ON DUTY PHARMACIES IN LARGE CITIES

What

The list of on duty pharmacies where you can get the medications.

Where

Bjelovar:

Ljekarna Coner Bjelovar



Bjelovar, Masarykova 9

Google map: <https://goo.gl/ChXX9V>

Čakovec:

Ljekarna Čakovec

Čakovec, Valenta Morandinija 1

Google map: <https://goo.gl/XCgUKw>

Dubrovnik:

Ljekarna Dubrovnik

Dubrovnik, Gruška obala 7 and Placa 4

Google map: <https://goo.gl/SVBrFH>

Gospić:

Dom zdravlja Gospić

Gospić, Kaniška 6

Google map: <https://goo.gl/ASP5Bj>

Karlovac:

Karlovačka Ljekarna Karlovac

Karlovac, Kralja Tomislava 19a

Google map: <https://goo.gl/nU9LR2>

Koprivnica:

Ljekarne Koprivnica

Koprivnica, Florijanski trg 12

Google map: <https://goo.gl/tWKXmm>

Krapina:

Ljekarna Krapinsko-zagorske županije

Zabok, Matije Gupca 63

Google map: <https://goo.gl/q038Pe>

Osijek:

Ljekarna "Centar", Osijek, Trg A. Starčevića 7, Google map: <https://goo.gl/bdDiZt>



Ljekarna "Park", Osijek, Park k. P. Krešimira IV 6, <https://goo.gl/LVGrpG> (by turns)

Pazin:

Istarske Ljekarne Pula

Pula, Giardini 14

Google map: <https://goo.gl/MkjSHD>

Požega:

Ljekarna Škoko

Požega, M. Gupca 21

Google map: <https://goo.gl/1CZHIW>

Rijeka:

Ljekarna Jadran

Rijeka, Riva 18

Google map: <https://goo.gl/Yygy4Y>

Sinj:

Ljekarna Splitsko-damatinske županije

Sinj, Dr. F. Tuđmana 1

Google map: <https://goo.gl/81mPWH>

Sisak:

Gradske Ljekarne Sisak

Sisak, S. i A. Radića 48

Google map: <https://goo.gl/CHFfiV>

Slavonski brod:

Ljekarna Slavonski Brod

Slavonski Brod, Vukovarska bb

Google map: <https://goo.gl/fH7Cqf>

Split:

Ljekarna Splitsko-damatinske županije

Split, Pupačićeva 4



Google map: <https://goo.gl/YUuSJV>

Ljekarna Splitsko-damatinske županije

Split, Šine, Slanice 20

Google map: <https://goo.gl/9Fmkmp>

Šibenik:

Ljekarna Centrala Šibenik, S. Radića 69B, Google map: <https://goo.gl/hWkCCL> ;

Ljekarna Varoš, Šibenik, K. Zvonimira 32, Google map: <https://goo.gl/Cq9PnA> ;

Ljekarna Baldekin, Šibenik, S. Radića 56A, Google map: <https://goo.gl/cr8At1> (by turns)

Varaždin:

Ljekarna Varaždinske županije

Varaždin, Kolodvorska 18

Google map: <https://goo.gl/JiOwYf>

Vinkovci:

Ljekarne Šibalić

Vinkovci, Vladimira Gortana 11

Google map: <https://goo.gl/25mNmG>

Virovitica:

DZ Virovitičko-podravske županije

Virovitica, Gajeva 6

Google map: <https://goo.gl/qeEVxG>

Zadar:

Ljekarna Zadar

Zadar, Jurja Barakovića 2

Google map: <https://goo.gl/Wxseju>

Zadar, Braće Vranjanina bb

Google map: <https://goo.gl/fiVuUm> (by turns)

Zagreb:

Gradska ljekarna Zagreb



Zagreb, Grižanska 4

Google map: <https://goo.gl/xq2m0k>

Gradska ljekarna Zagreb

Zagreb, Trg bana J. Jelačića 3

Google map: <https://goo.gl/HdLGN5>

Gradska ljekarna Zagreb

Zagreb, Av. Većeslava Holjevca 22

Google map: <https://goo.gl/WcuS9Q>

Gradska ljekarna Zagreb

Zagreb, Ozaljska 1

Google map: <https://goo.gl/hqZINy>

Ljekarne ZEUS

Zagreb, D. Budaka 17

Google map: <https://goo.gl/emMyqG>

Samobor:

Ljekarne Zagrebačke županije

Samobor, Gajeva 37

Google map: <https://goo.gl/iAfvG6>

Velika Gorica:

Ljekarne Zagrebačke županije

Velika Gorica, Trg Kralja Petra Krešimira IV 7

Google map: <https://goo.gl/h4cXsh>

Velika Gorica, Matice Hrvatske bb

Google map: <https://goo.gl/CDauvY> (by turns)



Dental first aid

WHAT

Dental aid relates to urgent dental care sought by patients in cases of severe toothaches or broken teeth.

WHO

Persons with severe toothaches.

HOW

During working hours, by visiting your (dental practitioner). At nights or weekends, you should find a dentist on duty.

WHEN

Only in emergency cases of broken teeth or severe toothaches.

WHERE

List of dentists on duty: <https://goo.gl/22zu59>

ATTENTION

If you don't have health insurance or are an irregular migrant or a seeker of



international protection, emergency care only includes removing teeth.



Emergency medical attention

WHAT

Emergency medical attention relates to emergency health services provided by physicians and other medical workers in cases when life is in danger or health is heavily disrupted.

WHO

Persons with permanent residence in the Republic of Croatia and persons with unknown residence who do not have compulsory health insurance and who do not have funds for covering the costs of healthcare.

Republic of Croatia provides funds in the state budget for the healthcare of:

1. Seekers of international protection;
2. Aliens who have been granted temporary protection;
3. Persons who have been granted asylum;
4. Aliens – family members of persons who have been granted asylum, if compulsory health insurance or healthcare are not provided on a different basis;
5. Aliens who have been granted subsidiary protection;
6. Aliens – family members of aliens who have been granted subsidiary protection, if compulsory health insurance or healthcare are not provided on a different basis;
7. Aliens – victims of human trafficking, aliens – minors who have been abandoned or are victims of organised crime or are without parental protection, without a guardian or unaccompanied for other reasons;
8. Aliens staying in the Republic of Croatia at the invitation of its government bodies;
9. Aliens who have cholera, plague, viral haemorrhagic fever or typhoid fever;
10. Aliens who are illegally staying in the Republic of Croatia and for whom a



return decision has been issued.

HOW

Calling an ambulance or with a visit to a medical institution providing emergency attention. The ambulance telephone number is 194.

WHEN

In cases of emergency health conditions when life is in danger or health is heavily compromised.

GOOD TO KNOW

Croatian Institute for Emergency Medicine – frequently asked questions:

<https://goo.gl/fb4k8h>

All you need to know on urgent medical aid: <https://goo.gl/RQoOOK> (in Croatian)

WHERE

Emergency medical care institutions: <https://goo.gl/3kpYGh>

Emergency hospital admission: <https://goo.gl/bq0bN5>

ATTENTION

If life is not in danger and health is not severely compromised (smaller cuts, cold, chronic pain which does not change, broken fingers, agitation), you should seek medical attention from a general/family practitioner.



Description and a list of free health services

PERSONS WITHOUT MANDATORY HEALTH INSURANCE

Where

Institutions of urgent medical care: <https://goo.gl/3kpYGh>

Emergency hospital admission: <https://goo.gl/bq0bN5>

PERSONS WITH MANDATORY HEALTH INSURANCE

What

HZZO covers up to 80% of health risk costs, which includes the right to primary health protection, specialist/consulting health protection, hospital health protection, use of medicines included in the HZZO list, use of health protection abroad, dentist and prosthodontic services, substitutes, and orthopaedic aids. The insurance beneficiary is bound to cover the remaining part of the costs (the amount must not exceed 2,000 HRK per a hospital invoice).

Where

List of health protection procedures covered by mandatory health insurance:

<https://goo.gl/J4FKx0>

Directory of medical institutions: <https://goo.gl/NuzCIW>

PERSONS WITH SUPPLEMENTARY HEALTH INSURANCE

What

The monthly price of supplementary health insurance is 70 HRK. HZZO covers the total amount of costs of all health services covered by mandatory health insurance: medical diagnostics, specialist examination, physical rehabilitation, dental health protection, hospital treatment, procurement of orthopaedic and other aids.



Where

Supplementary health insurance: <https://goo.gl/wGvJCI>

Directory of medical institutions: <https://goo.gl/NuzCIW>

List of different services

TRANSLATION FOR DEAFBLIND/DEAF/HEARING-IMPAIRED PERSONS

What

Sign language interpreters help those who use their services in healthcare institutions – during examinations, operations and therapy

Where

Croatian Association of Deafblind Persons (Hrvatski savez gluhoslijepih osoba)
“Dodir”

web: <http://www.dodir.hr>

Support Service and Centre for CSL Translation (Služba podrške i Centar za prevodenje HZJ-a)

TRANSLATION FOR SEEKERS OF INTERNATIONAL PROTECTION

What

Medical services and guiding and translating during visits to medical institutions.

Where

Doctors of the World:

fieldco.croatia@medecinsdumonde.be

Active at:

RECEPTION CENTRE FOR SEEKERS OF INTERNATIONAL PROTECTION (PORIN)

RECEPTION CENTRE FOR SEEKERS OF INTERNATIONAL PROTECTION



List of the most important rights

RIGHTS OF THE PATIENTS

What

The patients have certain rights that must be respected by the health institutions.

Quick guide to patients' rights: <https://goo.gl/xRi3QE>

- the right to shared decision making
 - access to information and the possibility to accept or refuse a diagnostics or therapy procedure.
- right to information
 - being fully informed about one's own health, costs, rights, the further course of procedures and recommended lifestyle
- right of access to medical records
 - access to complete medical records relating to diagnostics and treatment of maladies.
- right to confidentiality
 - confidentiality of data regarding one's health in line with the regulations on professional secrets and personal data protection.
- right to maintain personal contacts
 - receiving visitors during visiting hours and prohibiting certain person or persons to visit.
- right to leave the healthcare institution of one's own accord
 - the right to leave an in-patient clinic of one's own accord, except in cases when this would harm personal or others' health.
- right to privacy
 - conditions guaranteeing privacy
- right to damages
 - restitution of damages in line with the general regulations of the Law of Obligations

Where



-
- Ministry of Health
 - Independent Sector for European Affairs, International Cooperation and Protocol
 - Croatian Health Insurance Fund
 - Department for International Cooperation
 - Croatian association for the promotion of patients' rights
 - Doctors of the World (MDM)
 - Reception centre for seekers of international protection Porin in Zagreb
 - Reception centre for seekers of international protection in Kutina

List of support services and projects regarding health

TRANSLATION FOR DEAFBLIND/DEAF/HEARING IMPAIRED PERSONS

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Sign language interpreters help those who use their services in healthcare institutions – during examinations, operations and therapy.

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Croatian association of deafblind persons “Dodir”

web: <http://www.dodir.hr>

Support Service and Centre for CSL Translation

SUPPORT IN USING DENTAL CARE SERVICES FOR SEEKERS OF INTERNATIONAL PROTECTION

What



Support during visits to dentists and coverage of essential medical costs.

Where

Croatian Baptist Aid
web: www.cbaid.org/en

Active at:

RECEPTION CENTRE FOR SEEKERS OF INTERNATIONAL PROTECTION (PORIN)

RECEPTION CENTRE FOR SEEKERS OF INTERNATIONAL PROTECTION

HEALTH MINISTRY

What

Contact for healthcare-related questions in the integration of migrants

Where

Independent Sector for European Affairs, International Cooperation and Protocol

CROATIAN HEALTH INSURANCE FUND

What

Service for international cooperation

Where

Croatian Health Insurance Fund

CROATIAN ASSOCIATION FOR THE PROMOTION OF PATIENTS' RIGHTS

What

The Croatian association for the promotion of patients' rights is the only institution



in the Republic of Croatia dealing with the protection and promotion of patients' rights. Its members are Croatian and international medical and legal professionals, as well as citizens-patients, who contribute to the goals of the association by making common decisions and suggestions.

Where

Croatian association for the promotion of patients' rights

DOCTORS OF THE WORLD

What

Doctors of the World provide refugees with medical services, accompaniment and translations on visits to health institutions. They also advocate the rights of refugees in the field of healthcare in Croatia.

At the Reception Centre for Asylum Seekers in Zagreb, Doctors of the World organisation provides the following:

- Initial medical check-ups and urgent medical consultation at the Reception Centre for Asylum Seekers in Zagreb, every weekday from 09:00 to 13:00
- Supplying chronic patients with medicines at the Reception Centre for Asylum Seekers in Zagreb, based on instructions of the medical doctor from the medical office for asylum seekers in Dugave (Health Centre Zagreb Centar). Address: Kauzlarićev prilaz 7, 10000 Zagreb. Working hours: Monday, Wednesday, Friday: 07:30 – 13:30; Tuesday, Thursday: 13:30 – 18:30 (Abdulah Chouehne, MD)
- Psychologist appointments on a daily basis (every weekday from 09:00 – 13:00), and psychiatric appointments 3 times a month at the Reception Centre for Asylum Seekers in Zagreb
- Scheduling medical appointments / accompaniment during preschool children's paediatric examination, as well as vaccination.
- Scheduling medical appointments / accompaniment for pregnancy check-ups throughout the entire pregnancy.
- scheduling medical appointments / accompaniment for specialist medical examinations for other protection seekers, based on instructions of the



medical doctor from the medical office for asylum seekers in Dugave,
Abdulah Chouehne, MD.

All the information above relates to international protection seekers and persons who have been granted international or subsidiary protection, for as long as they are staying at the Reception Centre for Asylum Seekers in Zagreb.

Working hours of the medical office at the Reception Centre for Asylum Seekers in Zagreb: Monday-Friday: 08:00 – 15:00.

EMERGENCY AID SERVICES

What

In cases of life endangerment or severely compromised health

Where

Emergency medicine institutes: <https://goo.gl/3kpYGh>

Emergency admissions to hospital: <https://goo.gl/bq0bN5>

OTHER HEALTH SERVICES

What

In case you have a mandatory insurance, you pay 20% of the costs yourself. In case you have supplementary insurance, HZZO covers the costs of all services available in the system

Where

Directory of healthcare institutions in Croatia: <https://goo.gl/NuzCIW>

List of online resources regarding health



QUICK GUIDE TO PATIENTS' RIGHTS

What

Information on patients' rights

Where

<https://goo.gl/xRi3QE>

CROATIAN HEALTH INSURANCE FUND'S WEBSITE

What

Information about Croatian health system and contacts

Where

<http://www.hzzo.hr/en>