

## European Health Insurance Card

During a temporary stay in Slovenia, the European health insurance card makes it possible to obtain emergency treatment or necessary medical services from medical practitioners and dentists (in public health care institutions, as well as from private practitioners having contractual agreements with the Health Insurance institute of Slovenia (ZZZS)).

Health care services necessary for medical reasons are specified by the medical practitioner who admits the individual for treatment, taking into consideration the nature of services and the expected length of stay in Slovenia. Based on the European Health Insurance Card, the medical practitioner must therefore provide the individual with health care services to such an extent that they would not have to return to the country in which they have health insurance before the end of the planned stay in Slovenia just because of the treatment. The European Health Insurance Card does not cover the costs of planned treatment or giving birth in Slovenia.

Insurance of other countries in Slovenia is not valid. You will have to pay the services and your insurance company will reimburse you the costs.

## WHERE TO SEEK HELP IN NON-URGENT CASES?

In order to avoid overcrowding and unnecessary long waiting times, please visit your general practitioner (GP) or the substitute practitioner at the local Health Care Facility.

For more information on when to visit the emergency room, please read the *When to visit the emergency room* leaflet.



Community Health Centre Ljubljana, December 2018

[www.zd-lj.si](http://www.zd-lj.si)



## EMERGENCY ROOM PROTOCOL AT THE BASIC EMERGENCY FIRST AID INFIRMARY (SNMP)

The SNMP infirmary is intended for urgent and life-threatening conditions.

WITH YOUR HELP WE CAN PROVIDE QUICK AND EFFICIENT MEDICAL SERVICES.

The aim of the medical staff at the SNMP is to ensure that all patients are treated quickly and without unnecessary complications, and in a friendly and professional manner.

## ADMISSION PROCESS

- First, a triage nurse will admit the patient and use the triage algorithm to place the patient into one of the triage categories based on the seriousness of the patient's condition. The total waiting time depends on the patient's triage category (see the colour-coded chart below) and number of patients at the time of your visit.

Triage category	Colour	Maximum waiting time (in minutes)
IMMEDIATE	Red	0
VERY URGENT	Orange	10
URGENT	Yellow	60
STANDARD	Green	120
NON-URGENT	Blue	240

- Next, the patient will need to go through the administrative admission process.

## MEDICAL TREATMENT PROCESS

### Before examination

- The order in which the patients will be examined and their waiting time depend on the level of urgency and not on the order of the patients' arrival to the infirmary – **more urgent cases will be treated first.**
- The waiting time for examinations ranges from **0 minutes** (for life-threatening conditions) to up to **4 hours** for non-urgent conditions.
- Severely ill patients may require longer treatment, which means that the waiting times for other patients may increase. Thank you for understanding.
- Our doctors also perform emergency in-field interventions requiring them to leave the infirmary, which may again lead to longer waiting times.

### After examination

- After the emergency examination, you will usually need to wait between **1 and 2 hours for laboratory test results and between 2 and 4 hours for X-ray test results.**
- After the final consultation with the emergency physician, you will need to wait **up to 30 minutes while we prepare all the necessary patient documentation** (prescriptions, referrals).

The information mentioned previously allows you to estimate how long your treatment at the SNMP infirmary will take. We kindly ask you to follow the rules and procedures and to show solidarity with more urgent patients.

## PROOF OF HEALTH INSURANCE

Even though you will be treated in an emergency infirmary and even though the healthcare information system is available on-line, the regulations of the Health Insurance Institute of Slovenia (ZZZS) require you to provide proof of valid health insurance (health insurance card, certificate, personal document).

If medical services are not urgent, the Slovene health care legislation requires the patient to cover the cost of the services.

Please read the ZZZS legislation on the bulletin board to learn which services you may be required to pay for.

