

Croatian health system navigation guide

*for international protection
applicants, asylees and persons
under the subsidiary protection*



CARE
Common Approach for Refugees
and other migrants' health



Croatian health system navigation guide for international protection applicants, asylees and persons under the subsidiary protection

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On your arrival





As a migrant, you have the right to appropriate health care services to meet your health needs according to your legal status. Adapting to a new country and coping with new social, administrative and political structures is not easy. It is understandable that you may have been feeling isolated and not physically fit.

However, taking care of your health is one of your main responsibilities and rights, and this booklet will guide how you can get appropriate care for your health needs in Croatia.

In Croatia at the moment there are reception and detention centres with the capacity of around 700 places for migrants. They are operating under the supervision of Ministry of Interior:

- **Porin** - in Zagreb - asylee, asylum seekers, illegal migrants (detention replacement) - as a temporary accommodation



- **Kutina** - approximately 80 km from Zagreb; vulnerable groups - women, unaccompanied children, families with children
- **Ježevo** - under the Border Administration of the Ministry of Interior Affairs; detention and deportation centre for foreigners.

Families are kept together, while vulnerable persons i.e. single women, unaccompanied children and traumatised applicants are accommodated in separate rooms.

The centre for foreigners in Ježevo is under the competence of the Ministry of Interior and it serves as a detention and deportation centre. This is primarily centre for irregular migrants, but among them there are sometimes foreigners who express the intention to file an application for international protection while accommodated there, so they can stay there for a limited period of time. After this period elapses, they are



transferred to the Reception Centre for Asylum Seekers (i.e. applicants for international protection).

Reception centres are operating according to the rules defined by the Law on Amendments to the Foreigners (OG¹ 74/2013)² which is regulating accommodation, stay and movement of foreigners in the Reception Centre, schedule of daily activities of foreigners and their rights and obligations during their stay at the Centre.

When you arrive you are supposed to be seen by medical staff for any injuries you may have suffered on your journey or any other emergency medical condition (such as heat exhaustion, dehydration, etc.). In that case you should be treated or sent to the emergency service. While you are in the closed centres you are entitled to medical services for emergency situations that are free of charge.



In the case of medical emergency, every person irrespective of his/her legal status in Croatia has the right to medical emergency examination and emergency treatment. You should inform about emergency situation the person on duty in the Centre who will call an ambulance.

As defined by the Law on International and Temporary Protection (OG 70/2015)³, there are several terminologies used in this booklet:

- **International protection applicants** – third-country nationals or stateless persons who express the intention to apply for international protection up until the final decision on the application. International protection includes asylum and subsidiary protection.
- **Asylee** – a refugee to whom the asylum is granted. Asylum shall be granted to applicants who are outside the country of their nationality or habitual

³Zakon o međunarodnoj i privremenoj zaštiti (NN 070/2015)
http://narodne-novine.nn.hr/clanci/sluzbeni/2015_06_70_1328.html



residence and have a well-founded fear of persecution owing to their race, religion, nationality, affiliation to a certain social group or political opinion, as a result of which they are not able or do not wish to accept the protection of that country.

- ***Foreigner under subsidiary protection*** – a third-country national or a stateless person who has been granted with the subsidiary protection. Subsidiary protection shall be granted to an applicant who does not meet the conditions to be granted asylum, if justified reasons exist to indicate that if returned to his/her country of origin he/she would face a real risk of suffering serious harm and who is unable, or, owing to such risk, is unwilling to avail himself/herself of the protection of that country.
- ***Foreigner under temporary protection*** – a third-country national or a stateless person who has been granted protection of an urgent and temporary character, introduced pursuant to the Decision of the Council of the European Union on the existence



of a mass influx of displaced persons. Temporary protection is initially approved for a period of one year and it can be extended to no longer than three years.

- **Foreigner under transfer** – a third-country national or a stateless person who is in the process of handover to the responsible member state of the European Economic Area for consideration of his/her application.
- **Vulnerable person** –deprived of legal capacity, minors, unaccompanied minors, elderly and infirm persons, seriously ill persons, persons with disabilities, pregnant women, single parents with minor children, persons with mental disorders and victims of trafficking in human beings, victims of torture, rape or other psychological, physical and sexual violence.



Upon your arrival

According to the Act on the health examinations of asylum seekers, asylee, foreigners under the temporary protection and foreigners under the subsidiary protection, OG 39/2008⁴, and in case of one of the abovementioned status, the following steps are required:

- **Upon arrival** measures of personal hygiene (washing and changing clothes) and disinfestations of clothing should be performed.
- **Upon admission to the centre**, the reception staff or physician should perform the health status examination to detect clear signs of illness, such as fever, rash or diarrhoea and, where needed, to refer the person to the doctor or relevant medical institution
- **Basic medical examination** - during the first seven days of stay at the shelter, asylum seekers should undergo the basic physical medical examination to detect acute infectious diseases and determine the

⁴Pravilnik o sadržaju zdravstvenoga pregleda tražitelja azila, azilanta, stranaca pod
8 privremenom zaštitom i stranaca pod supsidijarnom zaštitom (NN 39/2008.)
http://narodne-novine.nn.hr/clanci/sluzbeni/2008_04_39_1346.html



immunization status and receive the necessary vaccines. After the examination, a person should receive a written confirmation of the medical examination and guidance on health monitoring procedure.

Asylum seekers should be subjected to the **21-days health monitoring** at the centre during which some infectious diseases (e.g. yellow fever, measles) would manifest in case the person arrived infected but without symptoms. Also, during that period, person would get lab results from the performed analysis and receive vaccinations if necessary.

- **Additional medical examination** - after the medical examination, health certificate is issued to the asylum seeker in two copies, of which one is submitted together with other documents as part of the submission of request for status, and the other copy person keeps it for himself. A positive finding of a chronic disease can not influence the decision about obtaining status.



Medical examination of infectious diseases includes testing for tuberculosis, scabies, typhoid fever and, if needed, for other bacterial and parasitic intestinal infections. Also, basic blood test for the possible infectious diseases should be done in all persons, and in those coming from tropical countries endemic for certain diseases, additional appropriate tests should be performed. If need arises, additional tests or examinations should be performed in order to refer the person to treatment.

- **Vaccination** - for asylum seekers and persons with approved international protection, it is necessary to determine the vaccination status and to control the presence of BCG scar during the medical history taking and health examination. All persons under 35 years of age and older than one year of life are envisaged to receive a single dose of vaccine against measles (monovalent or combined vaccine), poliomyelitis, diphtheria and tetanus. Pre-schoolers and school children up to the age of 14 are



envisaged to receive all vaccines respective to their age according the existing Croatian immunization programme, free of charge.

- **Health counselling** - advise on the need and possibilities for protection from and treatment of infectious diseases, information on the importance of the mandatory vaccination and others.
- **Other health care measures** should be provided by the health care services based on the presentation of the asylum seeker identity card or certificate of the submitted application for asylum.
- **Treatment of acute illness and pain** - you will be provided with the emergency and necessary medical or dental treatment including the supply of medicines and bandages and other services necessary for the treatment, recovery or mitigation of disease or consequence of the disease.



Your health care rights





Legal framework

In Croatia, legal framework for health care rights of international and temporary protection applicants and foreigners with already obtained status is defined by the:

- Law on International and Temporary Protection, OG 70/2015⁵
- Law on Mandatory Health Insurance and Health Care for Foreigners in the Republic of Croatia, OG 80/2013⁶
- Act on the Health examinations of asylum seekers, asylum status, foreigners under the temporary protection and foreigners under the subsidiary protection, OG 39/2008⁷.

If you are a migrant, there are several categories that have access to the health care system in Croatia:

- Asylum seeker i.e. international protection applicant
- Foreigner under temporary protection
- Asylee

⁵http://narodne-novine.nn.hr/clanci/sluzbeni/2015_06_70_1328.html

⁶http://narodne-novine.nn.hr/clanci/sluzbeni/2013_06_80_1667.html

⁷http://narodne-novine.nn.hr/clanci/sluzbeni/2008_04_39_1346.html



- Foreigner – family member of an asylee
- Foreigner under subsidiary protection
- Foreigner – family member of a foreigner under subsidiary protection
- Foreigner illegally residing in the Republic of Croatia

International and temporary protection applicants (including asylum seekers)

- are obliged to undergo a medical screening
- Health care includes emergency medical assistance and necessary treatment of illnesses and serious mental disorders.
- Have right to emergency medical care and emergency transportation as well as the right to emergency dental assistance.
- Necessary treatment includes: maintenance of vital functions, stopping or preventing major bleeding; prevention of sudden health deterioration that



could result in permanent damage to certain organs or vital functions; shock treatment; treatment of chronic diseases and conditions, neglecting of which would immediately or later cause a disability, other permanent damage or death; treating fever and preventing the spread of infection that could lead to sepsis; treatment or prevention of poisoning; treatment of bone fractures or sprains and other damage which requires medical intervention; medicines from the official list of drugs which are prescribed for the treatment of abovementioned conditions.

- The right to health care of women – women in labour and those who just gave birth should be provided medical care, nursing care, midwives, medicines, bandages and other necessary treatment.
- Applicants, who need special reception and/or procedural guarantees, especially victims of torture, rape or other serious forms of psychological,



physical or sexual violence, shall be provided with the appropriate health care related to their specific condition or the consequences of those offences.

- If material conditions are reduced or withdrawn, asylum seekers are still given access to health care.
- The healthcare costs are covered by the Ministry of Health.

Asylee and foreigners under the subsidiary protection

- are obliged to undergo the medical screening
- Asylee and foreigner under subsidiary protection, family members of an asylee or a foreigner under subsidiary protection are entitled to health care in accordance with the regulation on health insurance and health protection in the Republic of Croatia.
- The cost of the health care services is covered by the Ministry of Health.



Foreigners without status / illegal migrants

- Medical screening is mandatory for all new arrivals to the Reception Centre for foreigners.
- Foreigner illegally residing in the Republic of Croatia, who is accommodated in the Reception Centre for Foreigners or whose deportation has been postponed or to whom a deadline for return has been set has the right to emergency medical assistance.
- The costs of health care provided to a foreigner illegally residing in the Republic of Croatia and who is accommodated in the Reception centre for foreigners, or whose deportation has been postponed or to whom a deadline for return has been set will be covered by the State Budget. The costs of health care of other foreigners illegally residing in the Republic of Croatia shall be paid by the foreigners themselves, and if this is not possible then the costs shall be paid from the State Budget.



Children's health care rights

Unaccompanied child is a third-country national or a stateless person younger than 18 years who entered the Republic of Croatia unaccompanied by an adult person responsible for him or her in the sense of parental care, pursuant to the law of the Republic of Croatia, until placed under the care of such a person, and includes all children who are left unaccompanied after they entered the Republic of Croatia.

If during the procedure for international protection doubt arises regarding the age of an unaccompanied child, the assessment of the child's age should be conducted on the basis of the information available on the child, including the expert opinions of persons involved in work with the child.

If the information available is insufficient, a medical examination should be conducted, with the prior written informed consent of the child and the guardian in an



appropriate language, with full respect for the dignity of the unaccompanied minor and with an adequate translator provided during the medical examination. If, even following the results and report on the medical examination undertaken, there is still doubt regarding the age of the minor, the concept of benefit of the doubt should be applied.



Health insurance and registration with the healthcare system





In Croatia, we have a system of compulsory health insurance and voluntary complementary health insurance.

Compulsory health insurance

Compulsory health insurance in Croatia is mandatory for all people with a permanent residence in Croatia and foreign nationals with an approved permanent residence. Compulsory health insurance covers only the most general and urgent healthcare services and examinations. All other services (such as specialist examinations and services, hospital treatment, major dental procedures, many medicines, etc.) require additional payment or complementary health insurance.

Complementary health insurance

Complementary health insurance is a voluntary insurance, which can be obtained by persons with compulsory health insurance at one of several health insurance companies present in Croatia. Complementary



health insurance covers the difference between the full price of healthcare service and the share, which is covered by the compulsory health insurance, or, in some cases, a part of the difference for certain medicines and medical equipment.

Children and adolescents aged up to 18 years do not need a complementary health insurance, because all their healthcare services are covered by their compulsory health insurance.

According to the Law on Mandatory Health Insurance and Health Care for Foreigners in the Republic of Croatia, OG 80/13⁸, as a foreigner who is not required to obtain health insurance in accordance with abovementioned Act, you shall be entitled to the health care in the manner and under the terms provided by this Act, Directive 2011/24/EU, EU regulations and international agreements. Before using health care in a medical institution or health care professional with a

22 ⁸*Zakon o obveznom obveznom zdravstvenom osiguranju i zdravstvenoj zaštiti stranaca u RH, NN 80/2013*
http://narodne-novine.nn.hr/clanci/sluzbeni/2013_06_80_1667.html



private practice or other implementers of health care, you need to prove the status with a document issued by the police department or police station.

The range of the rights to health care of special categories depends on the status of foreigners in the Republic of Croatia. Therefore, *the asylum seeker has the right to emergency medical assistance whereas foreigners under subsidiary protection and asylees, as well as members of their families, have the same range of rights to health care as the person insured through compulsory health insurance.*

A foreigner bears the costs of health care in the Republic of Croatia, unless the right to health care is not achieved on any other basis, and in accordance with EU regulations or international treaty, unless otherwise provided by law.

State budget funds of health care are ensured for:

- asylum seekers



- foreigners under the temporary protection
- asylees
- foreigners - family members of an asylee, if a compulsory health insurance or medical care is not provided through other means
- foreigners under the subsidiary protection
- foreigners - family members of a foreigner under subsidiary protection, if their compulsory health insurance or medical care is not provided through other means
- minor foreigners who are found in the Republic of Croatia without parents or other adults responsible to take care of them
- foreigners staying in the Republic of Croatia at the invitation of their government bodies
- foreigners who are suffering from cholera, plague, viral hemorrhagic fever or typhoid
- foreigners who illegally stay in the Republic of Croatia, and are located in the reception centre or their forcible removal is temporarily postponed or has a designated deadline for return.



Health insurance card

In order to exercise the rights from compulsory and complementary health insurance, insured persons need to show their health insurance card at every visit to the physician, dentist or at the pharmacy when they pick up medicines which their primary care physician has prescribed to them. Health insurance card is issued by the Croatian Health Insurance Fund.

However, *an asylee, a foreigner under the subsidiary protection and their family members do not acquire the status of insured persons* under the compulsory health insurance and, hence, do not receive a health insurance card from the Croatian Health Insurance Fund. Instead, *they receive a document issued by the Ministry of the Interior* that proves the acquired status in the Republic of Croatia *based on which they can receive health care* in contracted healthcare institutions.

Primary health care for adults





Primary health care services are provided in individual practices and within the local health centres (Croatian: Dom zdravlja) that provide general practitioners' consultations, primary care gynaecology services, care for preschool children, dental care and community nursing care. Services are usually provided by teams consisting of a GP and a nurse.

Primary care physicians (GPs, paediatricians and gynaecologists) are usually patients' first point of contact with the health system. Patients can also see community nurses first or, in the case of sudden threat to their health or life, access medical emergency services.

There is ***no referral needed for visiting a physician on primary health care level.*** However, usually ***an appointment in advance*** needs to be made prior the visit.



In case you need a physician outside their working hours (on weekends, during holidays or at night), please obtain information on the possible on-call duty medical service in your local healthcare centre, or in case of emergency situation, call emergency medical service by dialling 112 or 194.

According to the envisaged schedule, GPs from contracted primary health care centres visit the reception centres for medical consultations and treatment of patients.

Every emergency situation should be treated by the emergency medical service.

Primary paediatric health care





In Croatia, paediatricians are responsible for health of infants and preschool children, while general or family physicians are taking care of school children in addition to adult population. Paediatricians perform preventive examinations, counselling, vaccination (table 1) and disease treatment. You do not need a referral to visit a paediatrician; however, you do need to make an appointment in advance.

In Croatia there are school medicine physicians, working at the institutes of public health, who are carrying preventive medical check-ups in school children and university students, vaccination and health education and promotion.

A minor who is found on Croatian territory without parental care or without a parent or other adult responsible to take care of him/her, has the same right to health care as a minor who has the compulsory health insurance.



Vaccination

In Croatia vaccination of children is compulsory according the official National immunization programme (Table 1).

Besides compulsory vaccination programme, for school children there is optional vaccination against infections with Human papillomavirus, free of charge.

Optionally, one can also receive other self-funding vaccinations, such as vaccinations against rotavirus infections, pneumococcal infections, influenza, tick-borne meningoencephalitis, etc.



Table 1. Vaccination according to the Croatian immunization programme 2016

Vaccine	Age (months)				Age (years)		Primary school grade			Age (years)		
	0	2	4	6	1	5	I.	VI.	VIII.	19	24	60
BCG (tuberculosis)	x											
Hib (Hemophilus influenzae type B)		x	x	x	x							
DTP (diphtheria, tetanus, pertussis)		x	x	x	x	x	*					
Polio (poliomijelitis)		x	x	x	x		x		x	*		
Td (diphtheria, tetanus)							*		x	*	*	
MMR (measles, mumps, rubella)					x		x					
Hepatitis B¹		x	x	x	x		*	3x				
ANA-TE (tetanus)												x

¹ if born to HBsAg-positive mothers, infants receive HepB vaccine and immunoglobulin immediately after birth, according to the postexposure scheme

* Check the immunization status and catch-up vaccination, if necessary



Specialist health care





*In case health condition requires specialist healthcare in terms of examination, certain diagnostic tests and/or treatment, **primary care physician will refer person** to a physician of different speciality. **An appointment in advance** is given by the health institution with the exact date and time of the examination. In case you wish to be examined by a physician of certain gender, you need to mention this when making such appointment.*

Specialist clinics are located in hospitals, some local health centres or in private healthcare institutions. If private specialist clinics have concession, their services are partially covered by compulsory health insurance, or covered in whole if person has complementary health insurance. In case private specialist physician does not have a concession, their services are completely self-funding and usually available without referral from primary care physician.



Secondary care (inpatient) facilities include hospitals, polyclinics and special hospitals for rehabilitation. Hospitals are divided into general and specialised hospitals. All general and the majority of specialised hospitals are owned by the counties. While general hospitals primarily serve the populations of their respective counties, specialised hospitals serve the entire population of Croatia.

Tertiary care is provided in country-owned clinical hospitals and clinical hospital centres. Besides providing health care of the highest complexity, tertiary care institutions also engage in medical education and research. In public hospitals, the hospital staff are not entitled to receive any money or in kind.

Admission to hospitals

If hospital treatment is indicated, person needs a **referral from primary care physician**.



Before planned hospital admission, person usually receives instructions on what to bring with him/her to the hospital. Along with the *personal medical record*, these usually include:

- underwear
- slippers
- personal hygiene accessories, such as soap, hair comb, toothbrush, toothpaste, shaving tools
- reading glasses if needed
- mobile telephone
- book or magazines for shortening time in the hospital.

During hospitalisation, the hospital staff should inform you about all the possible risks connected with the diagnostic and treatment procedures (operations, smaller procedures, anaesthesia etc.) and all the possible alternatives to your treatment. Before undergoing an operation, *you will be asked to sign an informed consent*.



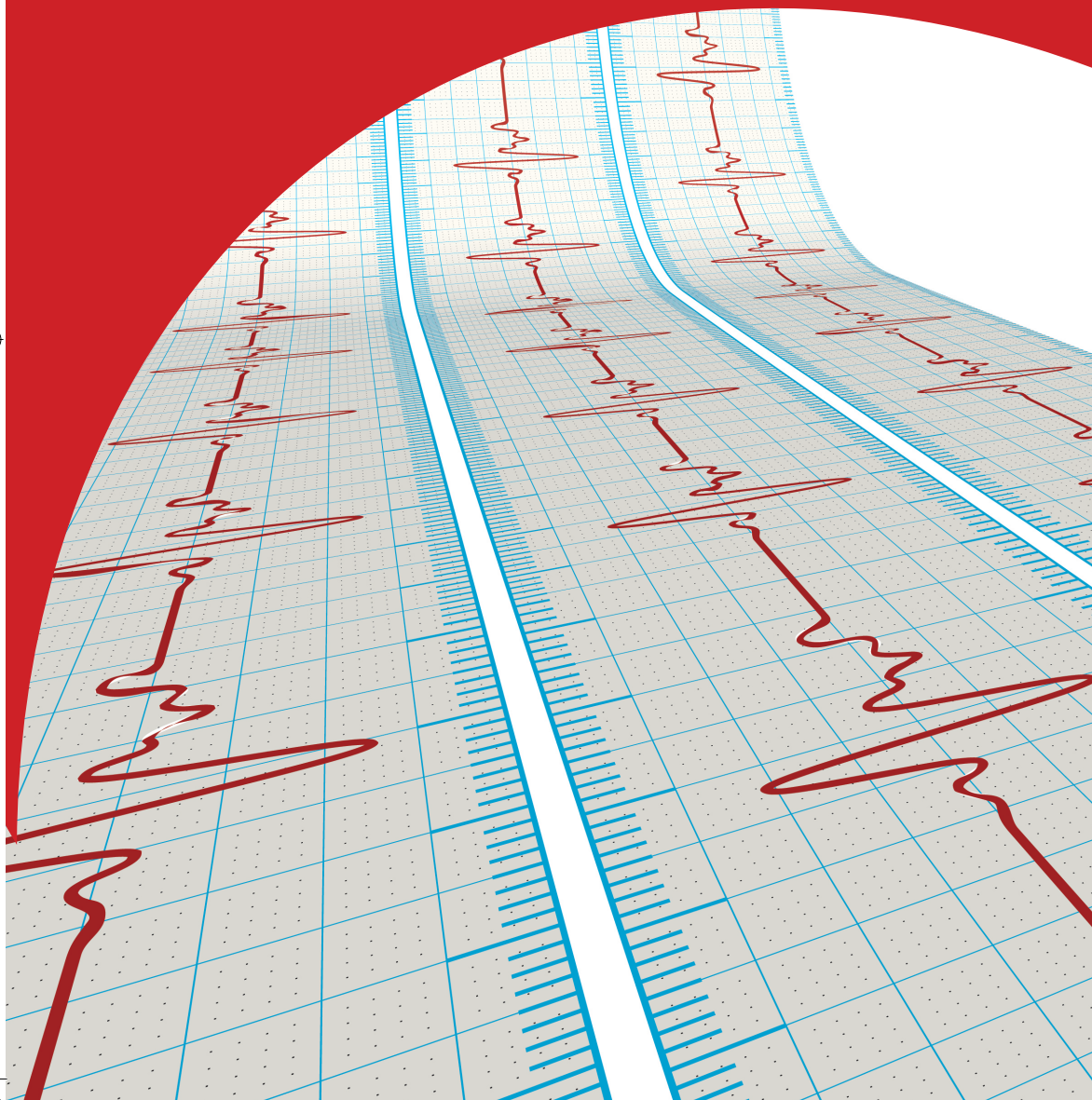
In case of medical emergency, person is admitted to the hospital immediately and without a referral.

Mental health services

Some of the reception centres have psychologists who are working for NGOs (Rehabilitation Centre for Stress and Trauma, Society for psychological assistance, MdM, etc) providing psychological support and services to persons accommodated in the reception centres.

In case of severe mental distress which endangers a patient and/or their surroundings, emergency medical service should be called on 112 or 194.

Emergency medical service





*Emergency medical service in Croatia is **available 24 hours per day all week and during holidays by calling 112 or 194.***

When making such emergency call, please introduce yourself; tell them what happened, who needs help and your location. Stay calm and carefully listen to instructions. After you make the call, keep the phone line clear in case emergency team would have to call you back.

You should seek for emergency medical service in case of **severe health conditions** that are life threatening or could lead to life threatening situations or severe health consequences if you should wait for your primary care physician. By calling the emergency service number, you will be provided by the medical examination, first treatment, medicines prescription, and if necessary, referred to the hospital.



At the Emergency Medical Service ***you cannot obtain referrals or prescriptions for medicines you are regularly taking.***

Call emergency medical service on 112 or 194



Women's health





Women's healthcare includes healthcare services and counselling regarding family planning, infertility treatment, healthcare services and protection during pregnancy and after birth, prevention, detection and treatment of gynaecological diseases, and relieving menopause problems. Women's healthcare is performed by gynaecologists in local health centres, private clinics with concession and in some hospitals.

Primary care gynaecologist is accessible to woman without her family physician's referral, but with prior appointment.

In case of urgent situations, the healthcare is provided by the emergency medical service.

Preventive health care

All women aged between 25 and 64 years with compulsory health insurance are entitled to preventive gynaecological examination performed by their primary care gynaecologist every three years. This examination



includes screening for prevention and *early detection of cervical cancer*, carried out as a part of the national screening programme.

Women aged between 50 and 69 years are entitled to special X-ray breast imaging every two years for *early detection of breast cancer*.

Family planning and contraception

Related to the family planning, there are *different forms of contraception* (e.g. condoms, birth control pills or any form of hormone contraception, IUD, diaphragm, sterilization). Woman can make an appointment with her gynaecologist for counselling regarding the selection of most suitable contraception for her.

Some contraceptives, i.e. oral hormone contraceptives (OHC tablets) are available without the prescription and can be bought in pharmacies (see chapter Medicines).



Condoms can be bought in the open market (pharmacies and different shops).

In case you had unprotected sexual intercourse and you are not planning pregnancy, see your gynaecologist as soon as possible so they can prescribe you with urgent contraceptives. Urgent contraceptives can prevent pregnancy if you take them in the first 72 hours after unprotected sexual intercourse.

Healthcare during pregnancy and child birth

Pregnancy

Preventive care for pregnant women is provided during the entire pregnancy through **periodic preventive examinations** and performance of ultrasound tests.

Women should make an appointment for the first preventive examination as soon as she discovers that



she is pregnant. During this examination, gynaecologist will assess the health condition of the pregnant woman and her baby, the possible need for some additional tests as well as discuss topics such as diet, physical activity and healthy lifestyle during pregnancy. Pregnant woman will receive a *maternity booklet* in which all findings during first and all future preventive examinations will be recorded, thus reflecting the progress of the pregnancy. Hence, it is very important that pregnant woman keeps the booklet throughout the entire pregnancy.

Local health centres and hospitals are organizing *educational courses* on healthy lifestyle during early pregnancy and preparations for birth in late pregnancy. They are free of charge and intended for pregnant women and their partners.

Childbirth

In Croatia women give birth in maternity wards or maternity hospitals where all necessary assistance in childbirth is provided and free of charge, if the hospital



is public. After the delivery, women and their babies stay in hospital for observation for a couple of days, during which they are counselled about basic child nursing and breastfeeding.

In Croatia, woman's partner usually can be present at childbirth under the condition that previously he attended education on the preparation for childbirth for fathers and that prior agreement on his presence has been made with the maternity hospital.

After the childbirth, during the lying-in, women have the right to get the advice from the community nurse during the home visit.

Unwanted pregnancy

In Croatia the voluntary interruption of pregnancy is available in the case of unwanted pregnancy, under the defined conditions. It is performed by the medical doctor within the hospital and it is additionally paid.



Dental care





Primary care dentists are working at the local health centres or in private clinics with concession. Compulsory health insurance does not cover all dental services.

You are entitled to get the emergency and necessary dental treatment including the supply of medicines and other services necessary for the treatment, recovery or mitigation of dental disease or consequence of the disease.

In case you need a dentist outside their working hours due to an emergency, please contact emergency dental service which is provided only by some healthcare facilities.



Medicines





Medicines covered by the Croatian Health Insurance Fund are classified into two lists:

- ***the basic list*** (so called “A list”), with all essential medicines covered by health insurance
- ***the supplemental list*** (so called “B list”), with medicines partially covered by health insurance and partially by patients.

Medicines are free of charge if they are on the basic list, regardless of the patient’s situation (age, financial status, inpatient or outpatient setting, etc).

Medicines can be obtained in pharmacies. Most of the medicines for the treatment of acute infections (e.g. antibiotics) or chronic diseases (e.g. medicines for high blood pressure, diabetes, etc) require a ***prescription from the primary health doctor***, together with your ***residence permit***. An adult person with only compulsory health insurance usually will need to pay many medicines himself.

Some medicines (e.g. against fever, pain, cough, etc.) are so-called “over-the-counter” (OTC) medicines and you



can buy them without a prescription. Medicines from donations are free of charge.

There are many pharmacy institutions available in Croatia, and the addresses depending on the location are available online as “Pharmacy register” at: <http://www.hljik.hr/Registri/RegistarLjekarniuRH/tabid/67/Default.aspx>

Here you can find the pharmacies that are on duty every day 00-24 hrs:

Gradske ljekarne Zagreb (www.gljz.hr)

- Trg bana J. Jelačića 3, tel: 01/4816 198
- Ilica 301, tel: 01/ 3750 321
- Ozaljska 1, tel: 01/ 3097 586
- Grižanska 4, tel: 01/ 2992 350
- Av. V. Holjevca 22, tel: 01/ 6525 425

Working hours:

Day: 07.00 - 20.00

Night: 20.00 - 07.00



Useful contacts





List of contacts of important health care institutions is provided within this chapter.

Reception centres:

- Prihvatilište za tražitelje azila Zagreb (Porin),
Sarajevska cesta 41, 10000 Zagreb
- Prihvatilište za tražitelje azila Kutina, Sisačka ulica 3,
44320 Kutina
- Prihvatni centar za strance Ježevo, Slavka Kolara 82,
Obedišće Ježevsko, 10370 Dugo Selo

Ministry of Health: Ksaver200a, 10000 Zagreb;

Tel: 01 46 07 555; Fax: 01 46 77 076;

e-mail: pitajtenas@miz.hr

Primary health care centres (Contracted by the Ministry of Health for the health care provision in the Reception Centre):

- Dom zdravlja Zagreb Centar; Tel: 01 4897-601,
01 4897-610; Fax: 01 4843-456, 01 5804-604;
e-mail: ravnateljstvo@dzz-centar.hr



- Dom zdravlja Zagrebačke županije,
Ljudevita Gaja 37, 10430 Samobor;
Tel: 01 6040-604, 01 6040-605; Fax: 01 6040-230
- Dom zdravlja Kutina, Antuna Gustava Matoša 42,
44320 Kutina; Tel: 044 630 666; fax: 044 630 844;
<http://www.dz-kutina.hr>

Croatian Institute of Public Health,

Rockefellerova 7, 10000 Zagreb; Tel: 01 4863 222;
www.hzjz.hr

SOS / Emergency numbers: 112 or 194

Non-governmental and international organisations

*(you can find their addresses, contact phone numbers
and e-mail addresses on the Internet):*

- Are You Syrious?
- Centre for peace studies - CMS
- Croatian Law Centre
- Croatian Red Cross - HCK
- IOM
- Jesuit Refugee Service - JRS



- Médecins du Monde - MDM
- Rehabilitation Centre for Stress and Trauma - RCT
- RODE
- Society for Psychosocial Assistance - DPP
- UNHCR
- UNICEF
- Volunteer Centre Osijek

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<http://www.hzjz.hr>

<http://careformigrants.eu>

Zagreb, 2016