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# How to get medical aid

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## STEPS

STEP 1: Select the nearest doctor or medical service/facility.

STEP 2: Check whether they have a contract with your health insurance company; if not, find another one with the contract.

STEP 3: Go directly to a doctor (general practitioner). If it is needed, you will be recommended to a particular specialist.

STEP 4: Arrange an appointment by phone, email, etc. with the specialist, or try to visit him/her directly. Also check here whether he/she has a contract with your health insurance company.

STEP 5: Visit the specialist. Do not forget to take your valid health insurance card with you! If you have some previous medical reports, take them with you. Inform the doctor about your medical condition and its history in a detailed and comprehensive manner.

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# Public health care in Slovakia

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## WHAT

Health care in the Slovak Republic is provided on the basis of public health insurance or individual (commercial) health insurance or health insurance of a foreigner in another EU/EEA Member State. The extent and services within the national health care system depend on the type of health insurance. Thus, every foreign national must be covered by valid health insurance.

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## WHO

Every foreign national (except for certain categories, see below) has the right to choose a health care provider. At the same time, every foreign national has the obligation to register with a general practitioner.

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## HOW

You may choose the general practitioner at your own discretion. It is suitable to find out ahead if the particular general practitioner has a contract with your health insurance company. Generally, with any health problem but also in case of preventive medical check-ups, you have to first visit your general practitioner who will then, if needed, recommend you to a particular specialist at an outpatient department. (Some exceptions are, e.g., dentists, gynaecological and psychiatric outpatient departments, which you may visit without any recommendation of your general practitioner.) If a specific doctor has a contract with patient's health insurance company, health care is paid for by this health insurance company or the patient can also partially participate in a given payment (according to the type of services provided).

For more information, see (in English):

[IOM\\_MIC\\_Vitajte\\_na\\_Slovensku\\_2016\\_WEB\\_1.pdf](#)



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## GOOD TO KNOW

It is possible to communicate with a respective medical, paramedical or support personnel in a foreign language – mainly English – in some of these facilities, but not all and not always.

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## WHERE

Health care is provided mainly at the outpatient departments, health centres, hospitals and emergencies.

For a list of medical facilities in the country, see (in Slovak):

[www.azet.sk/katalog/zdravotnicke-zariadenia/](http://www.azet.sk/katalog/zdravotnicke-zariadenia/);

for a list of doctors by region and specialisation, see (in Slovak):

<https://www.zzz.sk/zariadenia/slovensko/ordinacia>

## Detained irregular migrants

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### WHAT

Ministry of Interior of the Slovak Republic.

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### WHERE

Insured at Všeobecná zdravotná poisťovňa and a health card is issued.





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## Persons granted subsidiary protection

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### WHAT

Directly paid by the Migration Office.

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### WHERE

The Migration Office responsible for each individual and provided the so-called “pink card”.



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## Persons granted asylum

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### WHAT

General system of health insurance for people with permanent residence.  
Company of your choice.

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### WHERE

Union zdravotná poisťovňa (in English):  
[www.union.sk/health-insurance-for-foreigners](http://www.union.sk/health-insurance-for-foreigners)

Všeobecná zdravotná poisťovňa (in English):  
[www.vszp.sk/en/how-become-our-insured-person](http://www.vszp.sk/en/how-become-our-insured-person)

Dôvera (in Slovak): [www.dovera.sk/o-nas/kontakty](http://www.dovera.sk/o-nas/kontakty)



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## Persons seeking international protection

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### WHAT

Directly paid by Migration Office.

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### WHERE

The Migration Office is responsible for each asylum application. Every individual is issued the so-called “pink card”.



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## Persons with temporary residence

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### WHAT

Either commercial insurance or obligatory insurance paid by the employer.

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### WHERE

Union zdravotná poisťovňa (in English):

[www.union.sk/health-insurance-for-foreigners](http://www.union.sk/health-insurance-for-foreigners),

Všeobecná zdravotná poisťovňa (in English):

[www.vszp.sk/en/how-become-our-insured-person](http://www.vszp.sk/en/how-become-our-insured-person),

Dôvera (in Slovak): [www.dovera.sk/o-nas/kontakty](http://www.dovera.sk/o-nas/kontakty)





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## Persons with permanent residence

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### WHAT

General system of health insurance. Company of your choice.

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### WHERE

Union zdravotná poisťovňa (in English):

[www.union.sk/health-insurance-for-foreigners](http://www.union.sk/health-insurance-for-foreigners),

Všeobecná zdravotná poisťovňa (in English):

[www.vszp.sk/en/how-become-our-insured-person](http://www.vszp.sk/en/how-become-our-insured-person),

Dôvera (in Slovak): [www.dovera.sk/o-nas/kontakty](http://www.dovera.sk/o-nas/kontakty)



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## EU/EEA citizens

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### WHAT

General system of health insurance. Company of your choice.

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### WHERE

Union zdravotná poisťovňa (in English):

[www.union.sk/health-insurance-for-foreigners](http://www.union.sk/health-insurance-for-foreigners),

Všeobecná zdravotná poisťovňa (in English):

[www.vszp.sk/en/how-become-our-insured-person](http://www.vszp.sk/en/how-become-our-insured-person),

Dôvera (in Slovak): [www.dovera.sk/o-nas/kontakty](http://www.dovera.sk/o-nas/kontakty)

## Private health care (Súkromná zdravotná starostlivosť)

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### WHAT

You have an option to choose one of the private clinics/medical facilities, which you can visit directly. First you have to pay for registration and above-standard services provided there. Most of the standard services are paid for by the insurance company. The above-standard paid services are rather expensive, though their quality may be higher than those in public health care facilities.



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## WHO

Anyone; there is a free choice of a health care provider in Slovakia.

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## HOW

Please, ask for advice at the place of your stay. The situation differs dramatically between bigger cities and small towns.

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## GOOD TO KNOW

Prices of the single private health care providers vary, but they are usually quite high. The annual price list of the particular health care provider may be published on its website.

# On duty pharmacies

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## WHAT

In the biggest cities of Slovakia, there are pharmacies on duty on the weekends and overnight.

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## WHERE

- Bratislava: [region-bsk.sk/clanok/pohotovostne-lekarne-40274.aspx](https://region-bsk.sk/clanok/pohotovostne-lekarne-40274.aspx)
- Košice: [zss.sk/zariadenia/kosice/pohotovostna\\_lekaren](https://zss.sk/zariadenia/kosice/pohotovostna_lekaren)
- Trnava: [zss.sk/zariadenia/kraj-trnava/pohotovostna\\_lekaren](https://zss.sk/zariadenia/kraj-trnava/pohotovostna_lekaren)
- Žilina: [zss.sk/zariadenia/zilina/pohotovostna\\_lekaren](https://zss.sk/zariadenia/zilina/pohotovostna_lekaren)
- Banská Bystrica:



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[http://www.vucbb.sk/eSlužby/Zdravotn%C3%ADctvoafarmácia/Pohotovostné  
službylekárňach/Lekárske\\_pohotovostné\\_služby.aspx](http://www.vucbb.sk/eSlužby/Zdravotn%C3%ADctvoafarmácia/Pohotovostné_službylekárňach/Lekárske_pohotovostné_služby.aspx)

- Prešov: [z.z.z.sk/zariadenia/presov/pohotovostna\\_lekaren](http://z.z.z.sk/zariadenia/presov/pohotovostna_lekaren)
- Nitra: [z.z.z.sk/zariadenia/nitra/pohotovostna\\_lekaren](http://z.z.z.sk/zariadenia/nitra/pohotovostna_lekaren)
- Trenčín: [z.z.z.sk/zariadenia/trencin/pohotovostna\\_lekaren](http://z.z.z.sk/zariadenia/trencin/pohotovostna_lekaren)



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# Dental first aid for migrants

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## WHAT

Dental first aid is determined for persons facing severe dental pains, injuries or diseases, which cannot wait for dental treatment by your regular dentist (if any).

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## WHO

Whoever in a described situation.

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## HOW

Dental (be it emergency or standard) care is covered by health insurance only to a little extent. This means that your health insurance company covers your dental first aid treatment only modestly, you will pay a much higher money directly to the dentist. If you do not have any health insurance in the country, you have to pay the entire amount for a dental intervention to the dentist according to his/her price list.

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## WHEN

In case of necessity to treat or relieve of severe dental problems.

Be aware of foreign language limitations with a respective personnel and a long waiting time for treatment.

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## WHERE

Visit personally an emergency dentist's surgery (office) working in your vicinity,



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public or commercial one, where you will be provided with needful dental treatment. You may choose, for example, from [www.zzz.sk/lokality/pohotovost](http://www.zzz.sk/lokality/pohotovost). However, the network of such facilities is extremely rare, especially on weekends, holidays and overnight. You may also try to visit any dentist available, though he/she may not accept you. A list of dentists in the country: [www.zzz.sk/zariadenia/slovensko/zubna](http://www.zzz.sk/zariadenia/slovensko/zubna)



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# Emergency medical attention for migrants

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## WHAT

Emergency medical attention is a kind of urgent care provided in the case of a sudden severe change in health condition, which is directly endangering life or any of vital functions or child delivery in a person.

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## WHO

Every person in the territory of Slovakia – including a foreign citizen with whatever type of permitted residence, an asylum seeker and a person with the status of refugee, and also an unauthorised migrant – is always and under any circumstances entitled to emergency medical attention.

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## HOW

Emergency medical attention for migrants is provided free of charge, whether they have health insurance or not.

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## WHEN

In case of the acute worsening of your health condition.

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## GOOD TO KNOW

It might be good to have some your previous medical reports with you, if available, to help doctors in duty at emergency quicker examine you.



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Be aware of possible foreign language limitations with a respective medical, paramedical or support personnel.

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## WHERE

You need to visit an emergency medical aid service (office) in your vicinity, where you will be examined by doctor on duty. For that, see (in Slovak):

[www.zzz.sk/lokality/pohotovost](http://www.zzz.sk/lokality/pohotovost) and

<http://www.mic.iom.sk/en/social-issues/health-care/442-doctors-and-medical-facilities-in-slovakia.html> Or you can go straight to the emergency room (department) at

the nearest open hospital for the same reason. If you think you are unable to go on your own, you can call an ambulance. Call directly number 155, or general emergency number 112, then asking the operator to connect you with ambulance/first aid.

## Pro Bono Health Services

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### WHAT

No pro bono healthcare system exists in the country. Only urgent health care is provided by hospitals free of charge.

## Services of interpreters

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### WHAT

No special official networks of interpreters and translators in the medical area for migrants exist in the country.





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## HOW

You can choose and contact an interpreter/translator from several lists. It is up to you and him/her to agree how, where, when and at what price his/her service will be carried out.

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## WHERE

- Interpreters by place or name in a database of the Ministry of Justice:  
[http://jaspi.justice.gov.sk/jaspiw1/htm\\_reg/jaspiw\\_mini\\_regt\\_vyber\\_hl1.asp?clear=Y&cball=Y&oddiel=tl](http://jaspi.justice.gov.sk/jaspiw1/htm_reg/jaspiw_mini_regt_vyber_hl1.asp?clear=Y&cball=Y&oddiel=tl)
- Translators by place or name in a database of the Ministry of Justice:  
[http://jaspi.justice.gov.sk/jaspiw1/htm\\_reg/jaspiw\\_mini\\_regt\\_vyber\\_hl1.asp?clear=Y&cball=Y&oddiel=pr](http://jaspi.justice.gov.sk/jaspiw1/htm_reg/jaspiw_mini_regt_vyber_hl1.asp?clear=Y&cball=Y&oddiel=pr)
- Slovak Association of Translators and Interpreters – specialisation “medicine”: [sapt.sk](http://sapt.sk)
- Register of translators (and interpreters): [prekladatelska.sk](http://prekladatelska.sk)
- IOM Migration Information Centre, free advice and services for migrants – infoline, phone and address: [www.mic.iom.sk/en/contact.html](http://www.mic.iom.sk/en/contact.html)

## Advocacy of the patients

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## WHAT

The rights of patients in Slovakia are advocated by several institutions. Among the most influential belong:

- Úrad pre dohľad nad zdravotnou starostlivosťou (Health Care Surveillance Authority) – a governmental institution
- Asociácia na ochranu práv pacientov SR (Association for the Protection of Patients’ Rights in Slovakia) – a civic patients support association
- Asociácia organizácií zdravotne postihnutých občanov SR (Alliance of Organisations of Disabled People in Slovakia) – a civic support association



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for disabled persons

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## **WHERE**

They may be found, respectively, on the websites:

[www.udzs-sk.sk/web/en/welcome-to-the-authority-web-site](http://www.udzs-sk.sk/web/en/welcome-to-the-authority-web-site) and [www.aopp.sk](http://www.aopp.sk) and  
[www.aozpooz.sk/index.cfm](http://www.aozpooz.sk/index.cfm)



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## Rights of the patients

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### WHAT

The patients have rights that must be respected by the health institutions. Their most significant rights are defined in a document of national provenience – the *Charter of Patient's Rights in the Slovak Republic* (in Slovak):

[www.unb.sk/charta-prav-pacienta](http://www.unb.sk/charta-prav-pacienta) and in a document of EU provenience – the European Charter on Patients' Rights (in Slovak):

[www.health.gov.sk/Clanok?europska-charta-prav-pacientov](http://www.health.gov.sk/Clanok?europska-charta-prav-pacientov)