

NIJZ

Nacionalni inštitut
za **javno zdravje**



One year war in Ukraine Experience and lessons learned in Slovenia

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COOPERATION AT NIPH

National Institute of Public Health Task Force on Migrants.

Members form different units of NIPH (vulnerable groups of population, infectious diseases, mental health, health promotion, PR-service, health data, health ecology).

Tasks:

- informing the professional public
- general public awareness
- data collecting
- research work
- proposal of measures for management
- connection of all actors



International
Organization For
Migration Slovenia (IOM)



United Nations High
Commissioner for Refugees
Slovenia (UNHCR)



Office of the Government
of Slovenia for Care and
Integration of Migrants



Non-governmental organizations
(Red Cross, Caritas, Slovenian
Philanthropy)

ACTIVITIES AT THE NATIONAL LEVEL

The Office of the Government of the Republic of Slovenia for the Care and Integration of Migrants has developed a website with all the information for Ukrainian refugees in one place. All information is also available in Ukrainian language.

<https://www.gov.si teme/pomoc-slovenije-drzavljanom-ukrajine/>

The screenshot shows a website page from the Slovenian government. The header includes the logo of the Republic of Slovenia and the text 'REPUBLIKA SLOVENIJA GOV.SI'. The main title is 'Zdravstveno varstvo za državljane Ukrajine'. The page contains several sections: a navigation menu on the left, a search bar, a main text block, a 'KAZALO' (Table of Contents) section, an 'Obvestilo o udeležbi v preventivnih presejalnih programih za zgodnje odkrivanje raka' (Notice about participation in preventive screening programs for early cancer detection), and a 'Publikacije z napotki za državljane Ukrajine v Sloveniji' (Publications with instructions for Ukrainians in Slovenia) section. The main text block discusses the rights of Ukrainian citizens to medical care and lists specific services provided.

REPUBLICA SLOVENIJA
GOV.SI

Področja
Državni organi
Zbirke
Dogodki
Novice
Sodelujte
Dostopnost
O spletnem mestu

🔍 IŠČI

Domov > Teme > Pomoc Slovenije državljanom Ukrajine >

Zdravstveno varstvo za državljane Ukrajine

Državljanji Ukrajine so kot prosilci za mednarodno zaščito upravičeni do nujnega zdravstvenega varstva, ki ga uveljavljajo z dokazilom o začasni zaščiti. Slednjega jim izda upravna enota na območju katere bo prosilec za začasno zaščito nastanjen, dokazilo oziroma izkaznica pa jim omogoča uveljavljanje pravic iz nujnega zdravstvenega varstva.

Uveljavljanje pravic iz nujnega zdravstvenega varstva za begunce iz Ukrajine

Državljanji Ukrajine so, bodisi kot prosilci za mednarodno zaščito ali ostali, ki so zaradi vojnih razmer vstopili v Republiko Slovenijo, upravičeni do nujnega zdravstvenega varstva, ki ga uveljavljajo z dokazilom o začasni zaščiti. Državljanji Ukrajine se najprej (v roku treh dni od prihoda) zglašajo na policiji, kjer predložijo svoj osebni dokument in zaprosijo za začasno zaščito. Policija vlogo in morebitna dokazila posreduje upravnim enotam, na območju katere bo prosilec za začasno zaščito nastanjen. Ta podatke preveri in osebi izda izkaznico osebe z začasno zaščito s katero lahko oseba uveljavlja nujno zdravstveno varstvo.

KAZALO

- > Uveljavljanje pravic iz nujnega zdravstvenega varstva za begunce iz Ukrajine
- > Zdravstvene storitve, ki jih vključuje nujno zdravstveno varstvo
- > Postopek pridobitve zdravlja za begunce iz Ukrajine
- > Zaprloso za osebne zdravnika
- > Okužbe s HIV, virusom hepatitisa B in virusom hepatitisa C
- > Povezane vsebine

Obvestilo o udeležbi v preventivnih presejalnih programih za zgodnje odkrivanje raka

Udeležba v preventivnih presejalnih programih za zgodnje odkrivanje raka (DORA, ZORA, Svit) ni pokrita v okviru zdravstvenega varstva za začasno zaščiten osebe. Pregleda kljub temu, da ste morda prejeli vabilo, zato ne boste mogli opraviti. Preventivne preglede za zgodnje odkrivanje raka lahko opravijo v Sloveniji osebe, ki imajo urejeno obvezno zdravstveno zavarovanje.

Publikacije z napotki za državljane Ukrajine v Sloveniji

Brošure, publikacije

- 📄 [Infolist za begunce iz Ukrajine](#) (pdf, 74 KB)
- 📄 [Začasna zaščita. Informacije o postopku in pravicah](#) (docx, 55 KB)

Pravico do zdravstvenega varstva oseb z začasno zaščito določa [Z7. člen Zakona o začasni zaščiti razseljenih oseb Z7](#) in sicer jim zagotavlja pravico do:

1. nujne medicinske pomoči in nujnega reševalnega prevoza ter pravico do nujne zobozdravstvene pomoči;
2. nujnega zdravljenja po odločitvi lečečega zdravnika, ki obsega:
 - ohranitev življenjsko pomembnih funkcij, zaustavljanje večjih krvavitev oziroma preprečitev izkrvavitve;
 - preprečitev nenadnega poslabšanja zdravstvenega stanja, ki bi lahko povzročilo trajne okvare posameznih organov ali življenjskih funkcij;
 - zdravljenje šoka;
 - storitve pri kroničnih boleznih in stanjih, katerih opustitev bi neposredno in v krajšem času povzročila invalidnost, druge trajne okvare zdravlja in smrt;
 - zdravljenje vročinskih stanj in preprečevanje širjenja infekcije, ki bi utegnila voditi do septičnega stanja;
 - zdravljenje oziroma preprečevanje zastrupitev;
 - zdravljenje zlomov kosti oziroma zvinov ter drugih poškodb, pri katerih je nujno posredovanje zdravnika;
 - zdravila s pozitivne liste, ki so predpisana na recept za zdravljenje navedenih stanj;
 - nujni prevozi z reševalnimi in drugimi vozili v našteti primerih;
3. neodložljivih storitev specialistično ambulantnih in bolnišničnih dejavnosti;
4. zdravstvenega varstva žensk, ki obsega:
 - kontracepcijska sredstva;
 - prekinitev nosečnosti;
 - zdravstveno oskrbo v nosečnosti in ob porodu;
5. obveznih zdravstvenih pregledov pred vključitvijo v izobraževanje in v času izobraževanja v osnovni oziroma srednji šoli, enako kot to velja za državljane Republike Slovenije.

Poleg navedenega pa lahko zdravstvena komisija, ki jo imenuje predstojnik Urada vlade za oskrbo in integracijo migrantov, v utemeljenih primerih odobri večji obseg zdravstvenega varstva. V tem primeru mora upravičenec pri Uradu vložiti zahtevek za odobritev večjega obsega zdravstvenega varstva in priložiti potrebna dokazila. V kolikor je osebi odobren večji obseg zdravstvenega varstva, potrdilo predloži bodisi pri obisku zdravnika, v lekarni ali na drugem ustreznem mestu.

Stroške zdravstvenih storitev krije Urad vlade za oskrbo in integracijo migrantov.

Več o postopku na spletni strani [Pomoc Slovenije državljanom Ukrajine](#).

🇸🇮 Slovenščina

NIJZ Nacionalni inštitut za javno zdravje

INFORMATION

The NIPH PR-department has developed a website with content on medical care for Ukrainian refugees. The information is also translated into Ukrainian.

<https://www.nijz.si/sl/zdravstveno-varstvo-oseb-iz-ukrajine>

The screenshot shows the website interface for 'Zdravstveno varstvo oseb iz Ukrajine' (Medical care of people from Ukraine) on the NIJZ (National Institute for Public Health) website. The page features a teal header with navigation links and a main content area with a large image of hands being held. A sidebar on the right contains several informational cards: 'EZDRAVIJE' (Healthcare), 'PODATKOVNI PORTAL' (Data Portal), 'NIJZ AMBULANTE' (NIJZ Ambulance), 'ZDRAVJE V OBČINI' (Health in Municipality), and 'OZNAKE' (Labels). A prominent blue button in the bottom right corner reads 'STE POZITIVNI NA SARS-COV-2?' (Are you positive for SARS-CoV-2?).

ACTIVITIES OF THE NIJZ WORKING GROUP TO ENABLE ACCESS TO HEALTH CARE FOR UKRAINIAN REFUGEES

Activities:

- closer cooperation with local communities and a call for the active integration of people from Ukraine into the local environment,
- Conducting of the focus groups with refugees both from collection centers and with people from private accommodation in spring 2022,
- Field activities in accommodation and collection centers for refugees all over Slovenia,
- Conducting a survey on Assessment of the needs and access to health services of Ukrainian refugees in Slovenia under the auspices of the World Health Organization.

FOCUS GROUP RESULTS

1. Situation has changed compared to the spring:
 - If earlier people moved temporarily, and almost everyone talked about returning home soon and solving their problems at home, now they are talking about building long-term plans.
 - There is a new wave of refugees, who are moving from one European country to another because of the understanding that the situation has dragged on a lot and it is necessary to choose a country for life and make plans with this new understanding. And an important part of this process is the matching of the medical system to the needs of a particular person.
2. Due to the long-term residence of refugees from Ukraine in Slovenia and the uncertain future, new challenges have also begun to emerge in the field of social integration, upbringing and education, employment opportunities and other completely life-oriented areas.
3. There is a general feeling of fatigue from refugees. This applies to both the medical field and other fields. Sometimes Ukrainians may hear insulting remarks or dissatisfaction from local residents, even those who provide assistance and help.
4. The general feeling, that doctors are not trusted. Respondents say that doctors "almost don't treat" - they don't prescribe medicine, antibiotics only as a last resort, there is even a prevailing opinion that you shouldn't call an ambulance.
5. The biggest obstacle was mainly the accessibility of the Slovenian healthcare system for people/refugees from Ukraine (both for people who are accommodated in collection centers, as well as for people in private accommodation, or for people who do not have a guaranteed minimum financial and material security). Another obstacle is the strong lack of flow of information about the access and scope of health services (they do not know where this information is published, how to get to it, what health services are available and where they can use them).
6. Increased demand for help in the field of chronic non-communicable diseases, dentistry, women's sexual and reproductive health, pediatrics and provision of help in the field of mental health, especially for children and adolescents.

THE WHO SURVEY

- In 2022, the WHO conducted research “Assessment of the needs and access to health services of Ukrainian refugees in Slovenia”. Qualitative study.
- The research was conducted according to a uniform methodology in several European countries - hosts of refugees from Ukraine.
- The results of this research match almost perfectly with the findings of the focus groups conducted by the working group at NIJZ.



SLOVENIA

Summary of a qualitative study among Ukrainian refugees

Limited access to routine care increases use of emergency services.

Behavioural insights on health service needs and access
September-October 2022

Photo: Olga, a 20-year-old medical student who fled Ukraine due to the war, was photographed near the Romanian border.
© WHO/Agata Grzybowska/RATS Agency



World Health Organization
European Region

Key findings



~8 200

persons from Ukraine registered for Temporary Protection in Slovenia

87%

are women and children



||

Here, it is a GP who makes all decisions. In Ukraine, with my family doctor, I can...insist that I need a specialist. Here you can insist on nothing...

Man, age 69

EMERGING ISSUES

Challenges accessing **routine healthcare services**

Lack of **health insurance**

Language barrier for older people

Out-of-pocket **payments**

Dental services



DRIVERS TO ACCESS SERVICES

Positive individual experiences

Personal experiences with high quality services, positive doctor attitudes, printed summaries of appointments and cleanliness of premises increase trust in the system.

Support from civil society

Organizations like Slovenian Philanthropy, Red Cross and the Pro Bono centre provide strong support for accessing health services; individual citizens help by scheduling appointments, driving to the hospital and translating.



BARRIERS TO ACCESS SERVICES

Pathways to routine care

Emergency services are the most common entry point but do not easily link people to referrals for routine care.



Language

Language is a barrier for many when scheduling appointments and seeing a doctor, especially for those 50+ and who don't speaking English or Slovenian.



Dentistry

Dental services in particular are considered too expensive for Ukrainians in Slovenia.



Temporary status

Some doctors provide only temporary solutions, suggesting people should finish the issue in Ukraine with their doctor.



BEHAVIOURS & ATTITUDES

Basic access

Citizens of Ukraine are entitled to emergency health care as refugees and it is not always clear what this includes or how to access health insurance to receive more services.

Informal communication

Communication with relatives, friends and local people is the main source of information about medical services in Slovenia.

Travel to Ukraine

Some consult Ukrainian doctors online or return to Ukraine to purchase medicines.

Mental health

Many are unaware of mental health services and others choose not to use them, often saying that recent arrivals need it more; group sessions are less attractive and young people find few services.

Background and next steps

BACKGROUND



Ongoing war drives people away

War in Ukraine has resulted in the largest movement of people across Europe since WW2. Neighbouring countries opened borders and offered services, but refugee perspectives are essential for planning appropriate interventions and policies.

METHOD

Qualitative study on perceived health service needs as well as drivers and barriers to accessing these services, conducted in September-October 2022





25 in-depth online interviews::

- 22 were women, and 3 were men
- 20 aged 18-49; 5 over 50
- 17 people taking care of others;
8 people are not caretakers

Recruitment via social media channels and personal networks.



PROPOSED ACTION

- 1 Increase appropriate use of health services**
Clarify the strategy for accessing routine and preventative care to ensure appropriate use of the system and support health workers who provide service to refugees; link people from Ukraine with translation services. 
- 2 Praise and support citizens and civil society organizations**
Acknowledge the important role of the host community, volunteers, healthcare workers and civil society organizations through media stories, joint social and cultural events. 
- 3 Provide clear and targeted information**
Use study findings to tailor information about health services, insurance, vaccination and referrals, with a focus on the informal networks most use for communicating. 
- 4 Tailor mental health services and ensure people are aware of them.**
Consider offering mental health services in new ways to address barriers, such as sites exclusively for Ukrainian refugees, engaging Ukrainian mental health professionals and tailoring services for older people and teenagers. 

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Well, I say [psychological assistance] is always needed because of the constant stress... If you left, then you physically somehow survived, but psychologically, you are still under stress.

Woman, age 50

The WHO study on perceived health service needs and barriers among Ukrainian refugees in Slovenia found that while emergency services were commonly used, they often failed to connect people with routine care.

Language barriers also made it difficult for those over 50 who don't speak English or Slovenian to schedule appointments or see doctors. Many refugees were not aware of available mental health services, while others choose not to use them, often saying recent arrivals needed them more.

Furthermore, group sessions were unappealing, and young people struggled to find suitable services.

The study proposed new approaches to mental health care, such as engaging Ukrainian mental health professionals and tailoring services to older people and teenagers, to tackle these barriers.

Planned activities:

- dissemination of a booklet with all relevant informations
- engage professionals from Ukraine to work as „Health mediators“

Thank you for your attention.

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