



ЗАВОД ЗА ЗДРАВСТВЕНУ ЗАШТИТУ СТУДЕНАТА

НОВИ САД

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Број:

Датум:

Providing Urgent Medical Care to foreign students during their temporary stay in Novi Sad, Serbia

Foreign students are entitled to **urgent medical assistance** during their stay in Serbia.

Before you come to Serbia:

1. Check the status of health care regulations between home country and the Republic of Serbia.
2. Find the information for your country of origin at the relevant state health insurance authority in your country
3. Obtain the documents from your country and bring them with you to Serbia:
 - scholarship holders from **Austria, Bulgaria, Croatia, Hungary, Slovakia, Slovenia, Czech Republic, Germany, Luxemburg** (i.e. countries which have agreements for using the EHIC card in Serbia; further countries may be added to the list in the upcoming period) should bring **European Health Insurance Card – EHIC**;
 - scholarship holders from **Montenegro, Bosnia and Herzegovina, Romania, Macedonia, Italy, France, , Belgium, Netherlands, Turkey** should bring a health confirmation form issued by insurers in their country (**Belgium** (Certificate BE/SRB 111), **Netherlands** (Certificate N/Y-111), **Italy** (Certificate: IT-7), **France** (Certificate: SE-21-03A and SE-21-04A), **Montenegro** (Certificate MNE/SRB-111), **Bosnia and Herzegovina** (BIH/SRB-111), **Macedonia** (certificate: RM/SRB 111), **Romania** (certificate: Y/R 11) and **Turkey** (TR/SRB 111)). In case you are coming from these countries you need to obtain this form in your country and bring it along to Serbia.
 - scholarship holders from **Poland and Great Britain** should bring the certificate of insurance issued in their home country as the basis for issuing the INO1 form.

In case citizens of the above countries do not have a necessary certificate with them, there is a possibility of providing them with urgent medical care and the certificate is to be requested from their home country insurance organization subsequently.

Citizens of the **countries with which Serbia has not concluded an international agreement** on health insurance **pay for urgent medical services** received during their temporary stay in Serbia. Upon return to their home country, **they may be reimbursed by their insurance companies.**

<https://www.eng.rfzo.rs/>

Once you arrive to Serbia:

The above mentioned documents are the basis for issuing the health confirmation for urgent medical cases - **INO 1 form (INO 1 obrazac) at the local RFZO branch office in Serbia.** The INO 1 form needs to be shown in case of urgent medical cases at public medical facilities. In Novi Sad the local RFZO branch office is Filijala za grad Novi Sad – Republički fond za zdravstveno osiguranje, Žitni trg street No. 1 – ask for organizational unit/sector for international insurance – inostrano (or ino”) osiguranje.

Once you obtain INO 1 form you can receive **free urgent medical care** at public medical facilities. All medical care services which are not considered as urgent will be charged as for local students who do not have medical insurance.

Citizens of the **countries with which Serbia has not concluded an international agreement** on health insurance may regulate their health insurance during their stay in Serbia at the local branch office of RFZO, Žitni trg street No. 1 –organizational unit/sector for international insurance – inostrano (or ino”) osiguranje.

Note: In order to obtain INO 1 form from the local RFZO branch there is a need to register your residence. (more information at the link below:
[http://www.mup.gov.rs/wps/portal/sr/gradjani/Informacije za strance](http://www.mup.gov.rs/wps/portal/sr/gradjani/Informacije%20za%20strance))

Institute for Student Health Care in Novi Sad

Institute for Student Health Care in Novi Sad represents the healthcare system with services which fulfill the needs of health protection of the students at the University of Novi Sad. Institute for health protection is located in University campus next to the student dormitory *Slobodan Bajić in dr Sime Miloševića street, No 6.*

There are specialty care practices: Gynecology with two Gynecologists in both shifts, Dermatovenerology with one Dermatovenerologists in the first shift, Otolaryngology with one Otolaryngologist in the first shift, Ophthalmology with one Ophthalmologist in the first shift,

Physiatry with one physiatrist in the first shift, Centre for Mental Health Counselling with one Neuropsychiatrist and one Psychologist in the first shift. There are four dentists in the dental practice who work in both shifts. There are eight general practitioners in the General Practice Department working in two shifts and also there is a Department for Improvement and Promotion of Health with an Epidemiologist and a Specialist in Social Medicine. Department of Laboratory diagnostics department is also part of the Institute and it is an educational and scientific base of Clinical Biochemistry of the Faculty of Sciences.

The **Emergency Ambulance Service** can be reached by calling **194** and it is available 24 hours a day. In Novi Sad there are also health institutions for all kinds of urgent conditions or injuries which are open 24 hours as well as selected pharmacies.

Dr Lidia Turo
epidemiologist