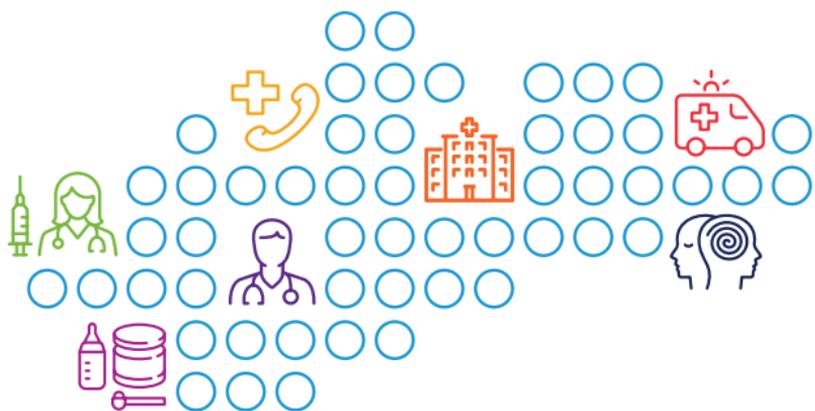


HEALTH BOOKLET



Information about healthcare
for Ukrainian refugees in Slovakia



World Health
Organization

Slovakia

Dear friends, welcome to Slovakia!

We understand that moving to a new country can be challenging, and we want to ensure that refugees from Ukraine have access to necessary healthcare during their stay in Slovakia. This informational guide is intended to help you navigate the Slovak healthcare system and familiarise yourself with available health services.

*As of 1st September 2023, all persons with Temporary Protection Status (dočasné útočisko/odídenec) on the territory of the Slovak Republic **have a right and full access to healthcare (sanatorium and spa treatments excluded)**. These health services will be carried out by medical workers cooperating with the General Health Insurance Company (Všeobecná zdravotná poisťovňa).*

Please note that the printed version of this guide is intended to provide general guidance based on the information at the time of publication, and may not include the most recent updates in the Slovak healthcare system. To stay informed about the latest healthcare information, we recommend you view the online version of this guide by scanning the QR code below.

The services mentioned in this booklet are organised in the joint coordination of the Government of the Slovak Republic, UN organisations (IOM, UNHCR, UNICEF and WHO), international organisations and local civil society organisations.



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1. Healthcare system, health protection entitlement and insurance providers

Healthcare system in Slovakia

General practitioner, paediatrician or therapist

If you have a therapist or paediatrician in Slovakia and you are facing minor health problems (cold, allergies, etc.), we recommend you to go to him/her first.

He/she will be able to conduct an initial examination, provide the necessary advice and, if necessary, give a referral to a specialist doctor. You can choose your own general practitioner or paediatrician, but keep in mind that the doctor must cooperate with the insurance company Všeobecná zdravotná poisťovňa. If you have problems finding your doctor or paediatrician, please contact the Regional Health Office (Regionálny Úrad Verejného Zdravotníctva) in your place of permanent residence for help.

Contact directly your GP or paediatrician with whom you are registered on the contact phone number or visit him/her at the address of the medical facility where the doctor provides medical services.

Outpatient emergency services

If you do not have your own general practitioner/ paediatrician or in case you have a health issue while your doctor is unavailable, you can turn to outpatient emergency services. The difference between outpatient emergency service and emergency service lies in the fact that you can come on your own to the outpatient emergency service as your health state is not critical and does not threaten your life. At the same time, you should seek outpatient emergency services when you feel like the issue cannot wait till the next day.

Look for the outpatient emergency services department closest to you on a map or by scanning a QR code where you find a list of all the outpatient departments along with their addresses, contact information and working hours. After scanning, choose the region of your residence, this will make your search for the closest provider of emergency services considerably easier.



Urgent admission, emergency

Emergency healthcare is provided directly in the geographically closest healthcare facility (central admission room in a hospital) or via helpline **155** (emergency medical services) or **112** (shared emergency number for paramedics, police and firemen). Emergency medical services should be called in case of a sudden change in health status, immediate threat to life or one of the vital signs, strong or unbearable pains or unusual changes in behaviour and acting resulting in endangering oneself or others. Following conditions also fall under emergency healthcare: sudden unbearable pain, disturbances in consciousness, bleeding, birth, serious injuries, breathlessness, poisoning, burns, frostbite, heatstroke and sunstroke, unusual chest pain radiating into the upper limbs, neck, back which can be accompanied by other

In case of a medical emergency, you should contact emergency services in hospitals (“pohotovost” – emergency care) with the telephone number **155** or **112** (shared emergency number for paramedics, police and firemen). Calling these numbers is free of charge. Before calling the emergency, think about what the affected person’s problem is and why the help of paramedics is needed. Speak calmly and in a factual manner. If the situation allows, make the phone call in the proximity of the affected person, so that you can correctly answer any questions of the

symptoms such as faintness, nausea, breathlessness. Examination and treatment of a person identified as a possible source of a fast-spreading life-threatening infection also falls under emergency healthcare.

operator. Never hang up the phone, the operator always finishes the call first. After finishing the call, always keep the phone you used to call the number **155** with you, in case the operator calls back. Most often, the operator at the emergency room asks where you are, what happened, what is the condition of the affected person and who the person is.

Healthcare entitlement for persons with Temporary Protection Status (dočasné útočisko/odídenec)

As of 1st September 2023, all persons with Temporary Protection Status (dočasné útočisko/odídenec) on the territory of the Slovak Republic have a right and full access to healthcare (sanatorium and spa treatments excluded). These health services will be carried out by medical workers cooperating with the General Health Insurance Company (Všeobecná zdravotná poisťovňa).

The right to health services encompasses:

1. Emergency (urgent) healthcare.
2. Preventive health services (within the established article 2 of Act No 577/2004 ‘On the scope of healthcare covered by public health insurance and on reimbursement for services related to the provision of healthcare’).
3. Compulsory vaccination listed in the national calendar of compulsory vaccination in Slovakia. Detailed information about vaccination can be found in section 8 ‘Vaccination

and inoculation' of this brochure.

4. Health services aimed at the diagnostics and treatment of diseases, prevention of serious health complications, prevention of the worsening of the severity of the disease or its transition to a chronic stage, as well as alleviation of the symptoms of the disease.

Health insurance companies

There are three health insurance companies in Slovakia: the largest, state-owned health insurance company Všeobecná zdravotná poisťovňa (General Health Insurance Company) and two private health insurers, Dôvera and Union. If you have Temporary Protection status (odídenec/dočasné útočisko) in the Slovak Republic, this means you do not have public health insurance. However, you have the right to receive healthcare to the mentioned extent.

Všeobecná zdravotná poisťovňa pays for the health services provided by health institutions and doctors on your behalf. You can prove your entitlement to healthcare with proof of temporary protection (odídenec/dočasné útočisko).

You can scan the below QR-codes to learn more about each of the three insurance providers in Slovakia:

Všeobecná
zdravotná poisťovňa



Dôvera zdravotná
poisťovňa



Union zdravotná
poisťovňa



2. Where and how can I find a doctor?

There are several online and telephone resources you can use to find doctors and medical services.



Online service for looking for doctors in different cities and regions:

After scanning the QR-code, you will be taken to a portal, where you can search for doctors based on location. Just choose your region, click 'Menu', and then indicate the health services you require. You will then be shown a list of doctors and clinics, along with their addresses, clinic hours and the types of health services they provide. **This platform is only available in the Slovak language.**



Online service for looking for doctors in different cities and regions:

After scanning the QR-code, type into the search field the medical care that you require. Using the 'Filter' tab, you can then select your chosen location, which will prompt a list of doctors to appear along with their addresses and patient ratings. **As this platform is only available in the Slovak language, make sure to use Slovakian terms in when performing your search.**



If you need help with searching for doctors, or you need information about medical services, you can contact the infoline from the Equita organization via the number **+421 948 339 647**



3.

Medical centres and outpatient clinics for Ukrainians

Within the Slovak Republic, there are various outpatient clinics that were established to provide refugees from Ukraine with medical services from Ukrainian doctors. These outpatient clinics staff doctors, who can provide examinations, administer vaccinations, advise on further treatment needed, and give referrals for specialised care.



The presence of such outpatient clinics and medical centres does not prevent you from seeking care from other hospitals throughout Slovakia, if needed. Therefore, if there is no designated outpatient clinic near your place of residence, you always have the option to visit the nearest hospital.

Bratislava region

There is a medical center in Bratislava, located at Rovniankova 1, 851 02 Bratislava – Petržalka (Zdravotné stredisko Rovniankova). The clinic staffs Ukrainian-speaking paediatricians, general practitioners, psychologists, psychiatrists, gynaecologists, internal medicine specialists and pulmonologists. As Rovniankova Clinic is not a walk-in facility, you will need to schedule an appointment in advance of your visit.

Information on location, clinic hours and how to make an appointment:

* Phone number: **+421 947 915 516**

* via Equita Help line: **+421 948 339 647**

- * on Facebook page of the clinic
«Оздоровчий центр/Zdravotné stredisko
Rovniankova»
- * via email **info@equita.sk** or
ukrayinskaklinikabratislava@gmail.com
- * or by scanning the QR-code



The outpatient clinic in Dunajská Streda, Juvenalia, s.r.o., employs MUDr. Zuzana Nagyová, a Ukrainian-speaking paediatrician. Below is the contact information for the clinic:

Phone number: **+421 31 285 80 00**

Website: www.juvenalia.sk

Email: **juvenalia.zdraviedietata@gmail.com**

Žilina region

In the Žilina region, small outpatient clinics for refugees from Ukraine exist in all major cities.



Below are the clinic locations:

1. Žilina – Fakultná nemocnica s poliklinikou Žilina
– Vojtecha Spanyola 43, 012 07 Žilina
2. Martin – Univerzitná nemocnica Martin
– Kollárova 2, 036 01 Martin
3. Čadca – Kysucká nemocnica s poliklinikou Čadca –
Palárikova 2311/57, 022 01 Čadca
4. Trstená – Hornooravská nemocnica s poliklinikou
Trstená – Mieru 549, 028 01 Trstená
5. Dolný Kubín – Dolnooravská nemocnica s poliklinikou
MUDr. Ladislava Nádaši Jégého Dolný Kubín –
Nemocničná 1944, 026 14 Dolný Kubín – Brezovec

6. Liptovský Mikuláš – Liptovská nemocnica s poliklinikou
MUDr. Ivana Stodolu Liptovský Mikuláš – Palúčanská 25,
031 23 Liptovský Mikuláš – Palúdzka

Banská Bystrica region

There is no specific outpatient clinic or medical centre for refugees from Ukraine in the Banská Bystrica region. However, the ‘Spot On’ Centre for Ukrainian Refugees staffs a **Ukrainian paediatrician**, who can provide basic health advice and treatment recommendations. The centre’s address is **Námestie SNP 16, 974 01 Banská Bystrica**. Additional information can be found by visiting the centre’s Facebook page: ‘Spot On BB’.

4. Financial support for healthcare

Adults and children with the Temporary Protection Status on the territory of the Slovak Republic are entitled to full access to healthcare services (with the exception of sanatorium spa treatment). Refugees can avail of financial support and medical coverage programmes, which are available to them.

1. Financial assistance for people with disabilities:

If you have Temporary Protection status from Slovakia and have a disability, you may be entitled to receive financial assistance from the Ministry of Labour, Social Affairs and Family. The amount of this assistance will depend on factors, including the severity of the disability. For more information about financial assistance for a disability and how to apply for this benefit, scan the QR-code.



2. One-off financial support for cancer patients in Slovakia

The League Against Cancer (Liga proti rakovine) is a non-governmental organisation providing assistance and support to cancer patients throughout Slovakia. The organisation offers one-off financial support to provide relief to cancer patients experiencing financial difficulty.

The League Against Cancer's application form to request financial support can be found via the QR-code:



5. Recognition of Ukrainian medical documents

If you are a healthcare professional, who would like to practice in Slovakia, your qualifications must be recognised by the Ministry of Health. Scan the relevant QR-codes below to obtain more information about the process to have qualifications recognised in Slovakia.

1. Recognition of qualifications for general healthcare professionals

Information from the Ministry of Health of Slovakia about the procedure for the recognition of qualifications **for healthcare professionals**. Via the QR-code you will find the necessary documents, the procedure for recognition of qualifications and other useful information.



2. Recognition of qualifications of higher education obtained in the field of paediatrics or paediatric medicine

Information from the Ministry of Health of Slovakia about procedure for the recognition of medical qualifications (documents of higher education) obtained in the field of **paediatrics or paediatric medicine**. Via the QR-code you will find the necessary documents, the procedure of recognition and other useful information.



6.

Medical examination for children before entering a school, kindergarten or other educational facility

If you have Temporary Protection Status in Slovakia, your child has the right to attend a kindergarten, school or other educational establishment.

If you have problems finding a suitable educational establishment, you can fill in the online form by scanning the QR code. This form allows you to apply for support to enrol your child/children aged between 3 and 17 in a Slovak kindergarten, school, language courses or extracurricular activities for the 2023/2024 school year. Assistance is provided by the international organisation UNHCR.



In order to be admitted to educational institutions for children and youth, it is necessary to obtain a certificate (document) of health for the purpose of participation in the collective. For this, it is necessary to visit a general practitioner or paediatrician to undergo the entry medical examination. This examination is carried out at a health centre in an area where the permanent residence of an applicant is stated on the temporary refuge certificate, or at a health centre in the area where the school the child will attend is located.

7. Vaccinations

Why are vaccines important?

Vaccines help protect you, your children, and those around you from many serious infectious diseases like polio, measles, diphtheria, and tetanus. Vaccine-preventable diseases can cause severe complications, and many can be life-threatening. All vaccines currently available are much safer than the diseases they prevent and extremely effective. It is very important to vaccinate children and adults with all recommended vaccines and doses, as listed in the national immunisation schedules of Ukraine and the country hosting you.



Where can I get vaccinated?

This will depend on where you live. General advice for getting vaccinated is firstly to visit your paediatrician and/or family doctor and consult with them.



According to the Slovak legislation, from January 1, 2023, all Ukrainian children with the status of Temporary Protection are entitled to full medical care, including free vaccination. However, keep in mind that this applies only to the vaccines included in the Slovak national mandatory immunization schedule. This means that your child can receive vaccinations from their registered paediatrician or at the nearest primary healthcare clinic.

For more information on the vaccines included in the Slovak immunisation schedule, please scan the QR-code:



Which are the most critical diseases for which my child or I should receive vaccinations?

Some of the most serious diseases prevented through vaccination are **polio, measles, diphtheria, tuberculosis and tetanus**. In the current context in which many people are displaced and may be living in crowded conditions, it is especially important to protect yourself and your children with vaccination and to monitor for symptoms. This will also prevent outbreaks of polio, measles, and diphtheria in your community.



Diphtheria

Diphtheria is a dangerous infectious disease because it produces toxins which cause complications in the body. Examples of such complications are usually inflammatory lesions and damage to the heart muscle, inflammatory lesions of the nerves, impaired kidney function and bleeding. **Children should undergo mandatory rounds of vaccination.** The first part of the vaccination consists of three doses for infants (this is the body's primary immunization) and the second part consists of three booster doses for children and adults. Diphtheria is transmitted by coughing, sneezing and talking.

Tetanus

Tetanus is an acute infectious disease. The spores of the bacteria can be found everywhere in the surrounding environment, especially in soil, dust, intestines/faeces of humans and animals, and on the surface of rusty tools. Infection is most commonly transmitted through wounds from contact with infected objects. **It is recommended that each individual receives 6 doses of vaccination (3 primary and 3 boosters) to ensure lifetime protection.** This system of vaccination against the disease is currently implemented in the Slovak health system.

Pertussis (whooping cough)

Whooping cough is a very dangerous respiratory infection. It is most often manifested by a spasmodic, seizure-like severe cough. The disease is transmitted by coughing, sneezing and talking. **Pertussis can be protected against by vaccination.** It is compulsory to have 3 doses of the vaccine within 1 year of age with a booster dose in adulthood.

Poliomyelitis

Poliomyelitis is an acute infectious disease affecting the nervous system. Within hours, the disease can lead to total paralysis. **The disease is incurable, but there is a method of prevention, which is vaccination.** In Slovakia, infants are prescribed 3 doses of the vaccine, followed by 2 booster doses later in life.

Haemophilic infections

Haemophilic infections are a group of bacterial infections that can cause serious illness in humans. Haemophilic infections can be especially dangerous for children, the elderly and people with weakened immune system. They can cause

serious illnesses such as meningitis (cerebrospinal fever), pneumonia (inflammation of the lungs), sepsis (blood infection) and other complications. Haemophilus bacteria are spread by coughing, sneezing and talking. **Vaccines have been developed to prevent haemophilic infections.** Vaccination is recommended for children at an early age – 3 doses of the vaccine are given in infancy.

Hepatitis B

Hepatitis B is a viral infectious disease of the liver. There is no cure for the acute form of hepatitis, only supportive medical care can be provided. **However, it is possible to protect against hepatitis by vaccination.** In Slovakia, a mandatory vaccination series consisting of 3 doses of vaccine in infancy is prescribed.

Pneumococcal infections

Pneumococcal infections are a group of infectious diseases that can lead to pneumonia, otitis media, sinusitis, sepsis, meningitis and other dangerous diseases. Pneumococcal infections are spread by coughing, sneezing and talking. **The best way to protect against these infections is vaccination.** A mandatory vaccination series consisting of 3 doses of vaccine is prescribed in infancy.

Measles

Measles is a very dangerous (contagious) viral disease. There is no special treatment against this virus. **An effective protection against the disease is vaccination.** In Slovakia, one dose of the vaccine is prescribed in the second year of a child's life, followed by a booster vaccination at the age of four. The main symptoms of the disease are fever, cough, red

watery eyes, as well as small white patches (rash) on the face, cheeks or upper neck. Most deaths occur as a result of complications associated with the disease. The measles virus is usually spread by direct contact as well as through the air, infecting the mucous membranes and then spreading throughout the body.

Parotitis

Parotitis is an acute viral illness that usually manifests itself in a mild form with increased temperature, headache and enlarged salivary glands. However, complications can occur: meningitis, encephalitis, orchitis in men, mastitis and oophoritis in women. **In Slovakia, compulsory vaccination is introduced in the second year of a child's life, followed by a booster vaccination at the age of four.** The virus is transmitted by direct contact or droplet infection.

Rubella

Rubella is a viral infection that most commonly occurs in children and young men. Rubella is dangerous because of potential complications such as fetal birth defects, orchitis in males, meningitis, encephalitis, and high infectiousness. **There is no special treatment for rubella, but the disease can be prevented by vaccination.** In Slovakia, one dose of the vaccine is expected in the second year of a child's life, followed by a booster vaccination at the age of four years. The main symptoms are fever, nausea, conjunctivitis, rash and swollen lymph nodes. Rubella virus is spread by coughing, sneezing and talking.

Optional vaccination

In addition, Slovakia offers optional vaccines for you and your child against the following diseases:

- * Tuberculosis
- * Meningococcal infections
- * Rotavirus diseases
- * Influenza
- * Smallpox
- * Viral hepatitis A
- * Tick-borne encephalitis
- * HPV (human papillomavirus)

Usually, these vaccines are fully or partially covered by the patient. If you are insured by a state insurance company, they may be reimbursed. To find out more about reimbursement for these types of vaccinations, contact your insurance company directly:

Všeobecná
zdravotná poisťovňa



Dôvera zdravotná
poisťovňa



Union zdravotná
poisťovňa



8.

Mental health and psychosocial support

There are opportunities to receive mental health and psychosocial support (MHPSS) in Slovakia. You don't need a referral from a general practitioner to get one. There are also many opportunities to visit community-based centres that focus on psychosocial support, and encourage recovery and resilience. Below are services where you can turn to for help.



1. Anonymous free helpline and psychological help Nezábudka by the League for Mental Health organisation – **0800 222 450**. The helpline is open 24 hours a day, everyday. You can call this phone number free of charge and speak in Ukrainian.



2. Blue Angel (Modrý anjel) is a state specialized team for mitigating and liquidating the consequences of the emergency situations – **+421 944 171 272**

3. The helpline in crisis situations from the non-governmental organisation Ipčko via the number **0800 500 888**. You can make free calls in Ukrainian language on this phone. Open daily from 8:00 a.m. to 8:00 p.m., you can also reach them by emailing **ukraina@ipcko.sk**

4. The helpline is available for Ukrainian children, youth, and adults seeking assistance in the Ukrainian language (or Russian language). Managed by the organisation, Linka Detskej Istoty, the helpline can be reached by dialling **0800 500 500**. It is open every Tuesday from 1:30 p.m. to 7:30 p.m.



5. Crisis Intervention and Assistance Centres Káčko are set up all over Slovakia to help people in crises and difficult situations. Each centre has translators and interpreters who help provide psychological and social assistance to people from Ukraine. You can reach out to Káčko through a free helpline on the number **0800 500 333** or by email.

Addresses and contacts of centres in different cities of Slovakia:

IPčko – Káčko **Bratislava**
Na vršku 6, Bratislava
– Staré Mesto 811 01
kackoba@ipcko.sk

IPčko – Káčko **Trnava**
Jeruzalemská 38,
Trnava 917 01
kackott@ipcko.sk

IPčko – Káčko **Malacky**
Mierové námestie 11
Malacky 901 01
kackoma@ipcko.sk

IPčko – Káčko **Nitra**
Damborského 10
Nitra 949 01
kackonr@ipcko.sk

IPčko – Káčko **Banská Bystrica**
Horná 65/A - Porges Palota
(2nd floor)
Banská Bystrica 974 01
kackobb@ipcko.sk

IPčko – Káčko **Košice**
Baštová 10
Košice 040 01
kackoke@ipcko.sk

IPčko – Káčko **Prešov**
Jarková 71
Prešov 080 01
kackopo@ipcko.sk

IPčko – Káčko **Žilina**
Kálov 9, Žilina 010 01
kackoza@ipcko.sk

IPčko – Káčko **Trenčín**
Hasičská 3
Trenčín 911 01
kackotn@ipcko.sk

Telegram channel of the NGO IPčko with information about social activities for psychosocial support and mental health services:



6. Children's Helpline and Safety is a Slovak non-governmental organization that provides psychological and emotional support to children. If you have a child or a teenager and you have problems in life, at home or at school, call the 24-hour hotline at **116 111** or send a letter to the e-mail address **potrebujem@pomoc.sk**



7. The project of accessible psychotherapy for children from the organisation **League of Mental Health.**

8. MHPSS for children and adults by TENENET in Senec – psychosocial support available at address Oravská 4, 903 01 Senec. For more information, you can contact TENENET and get the necessary assistance via this phone number



+421 2202 011 11 or directly at the above-mentioned address. Scan the QR-code for details.

9. Mobile teams for psychosocial support by TENENET provide assistance in many regions and cities in Slovakia.



10. MHPSS services can be received in Bratislava from TENENET (Bottova Help and Assistance Centre for People from Ukraine in Bratislava). They are located at Bottova 7, 811 09 Bratislava. Scan the QR-code to learn more.



11. MHPSS is offered at the refugee centre, 'Spot On,' in Banská Bystrica at Námestie SNP 16, 974 01 Banská Bystrica. For more information and to receive assistance, contact the centre directly.

12. In the integration centre in Košice, there are psychologists and social workers, who can provide psychological counselling. The centre is located at Strojársená 3, 040 01 Košice – Staré Mesto.



13. In the medical centre for Ukrainians at Rovniankova 1, Bratislava, patients can receive MHPSS from Ukrainian staff, including a psychotherapist, psychiatrist and child-psychiatrist.



14. There are a variety of organised events to support your mental health and well-being.

Managed by the League of Mental Health, 80 community-based services are available across Slovakia to address the mental health of children, adolescents and families. You can find the calendar of events and League of Mental Health locations by scanning the QR-code.



15. MHPSS for children and adults is offered at the refugee centre, Ukrainian House, located in Žilina. For more information and to receive assistance, contact the centre at their address: Štúrova 10, 010 01 Žilina.

16. MHPSS for children and adults in Košice is offered by TENENET. For more information and to receive necessary assistance, contact TENENET directly at their address: at Kysucká 14, 040 11 Košice.

17. Vacancies for mental health professionals and psychologists

from the organisation League for Mental Health can be found after scanning the QR-code.



The following techniques can help you manage your mental health during times when you're experiencing stress or anxiety. They can be done on your own without the guidance of a professional.

Grounding

In stressful situations, it is common to feel lost, which the grounding technique can help alleviate. Grounding refers to

the practice of slowing down and focusing on your body and sensations, such as your breathing and feet on the ground. To start, look for non-distressing objects and sensations in your surroundings and describe what you observe. Look for non-distressing things around you. What do you see? Can you describe it?

Unhooking

Unhooking is learning to notice when a difficult thought or feeling has hooked your attention. To practice this technique, try to notice and identify when difficult feelings and thoughts arise with stress. Try to notice and identify the difficult feelings and thoughts that arise with stress. This helps you unhook from them and refocus on what you're doing right now, which can help reduce feelings of stress.

Acting on your values

You can always live in alignment with your personal values, no matter where you are or what you're doing. Your personal values are what kind of person you want to be, like somebody who protects or who cares for others. This can provide a sense of meaning and security.

Being kind

Reach out if you notice somebody in pain and take time for yourself when you can. Talk to someone you trust, such as a friend or family member, or even someone you met on your journey to Slovakia. You may feel better if you are able to openly share what you are going through with someone who cares.

Making room

Although certain thoughts and feelings can be distressing, they tend to be temporary. However, it's important to pay attention to them when they arise through a technique known as 'making room.' Making room refers to noticing thoughts and feelings, breathing into them and accepting them. Try to breathe into difficult thoughts and feelings, let them come, make space for them. Keep your breathing steady.

Taking care of your physical health helps improve your mental health and well-being. As much as you can, try to:

- * Stay physically active – just 30 minutes of walking can make a difference
- * Ensure you get sufficient sleep
- * Make healthy eating choices



It is also okay if you can't manage these things. You're in an extremely stressful situation that anyone would find hard – you're doing the best you can.

If you are experiencing one or more of the symptoms below, or notice them in a loved one, friend or neighbor, please do not rely on the above self-care techniques, but seek professional help:



- * Difficulty sleeping
- * Low mood for 2 or more weeks
- * Struggling to get out of bed in the morning because of low mood

- * Difficulties concentrating and unable to perform usual daily functions and responsibilities
- * Changes in appetite
- * Loss of interest in things you usually find enjoyable
- * Prolonged stress which may manifest itself as consistent headaches, gastrointestinal issues and even muscle pain
- * Anxiety which may express itself in increased heart rate, difficulty breathing and feeling anxious nervous
- * Inability to control emotions and experiencing extreme high or low moods.

9. Support services for victims of violence

Get help if you have been a victim of violence!

Do not be ashamed to contact law enforcement, social services or organisations that specialise in supporting victims of violence. Your safety and well-being are a priority. Do not stay alone and do not hesitate to ask for help – this is the first step to improving your life. Help for victims of violence is **free of charge**.



The interest association MyMamy offers help to women and their children who are suffering from violence in partner relationships. For counselling or help with emergency accommodation, please call **+421 911 444 991** or email **poradkyne@mymamy.sk**

In addition, there is a free national 24-hour helpline for women experiencing violence on **0800 212 212**

You can also report a case of domestic violence to the Public Prosecution on **0800 300 700**

The anonymous free helpline 'Nezábudka' from the League for Mental Health supports people who need mental health counselling and are victims of gender-based violence – **0800 222 450** (free of charge in Ukrainian).

10. Women's health and pregnancy

Pregnancy

As soon as you know you are pregnant, seek antenatal care from obstetrics and gynaecological specialists. They can provide emotional support and guidance, medical care, relevant and timely pregnancy information and nutritional advice.

You do not need a referral from a general practitioner and you can choose a doctor by yourself. The list of OBGYN specialists can be found. Information on how to find a doctor can be found in Section 2: How I can find a doctor. As the platforms are in the Slovak language, use the term 'gynekologia' when performing your search.

If you need help identifying a doctor in your vicinity or need any kind of assistance in women's health, you can find more information and assistance by contacting Equita organization via their helpline at **+421 948 339 647**. They can also be contacted via email at **info@equita.sk**, and on Facebook: "Мобільна клініка Equita/ Výjazdová ambulancia Equita."

If you need help or legal advice regarding the preparation of documents for a newborn child and registration in Slovakia, please contact the Migration Information Center (MIC) of the International Organization for Migration (IOM) by phone **+421 908 767 853** or by e-mail **mic@iom.int**

Know when to call the doctor during pregnancy!

If you develop any of the following symptoms, do not wait for your next routine appointment. Contact your doctor or go to the nearest hospital or maternity ward right away:

- * Vaginal bleeding or leaking of fluid
- * High fever or too weak to get out of bed
- * Swelling of hands, face, and legs
- * Severe headaches with blurred vision
- * Severe abdominal pain
- * Pain of any kind
- * Strong cramps
- * Heart palpitations
- * Dizziness or fainting
- * Decreased activity of the baby
- * Shortness of breath.

Childbirth

The standard procedure in Slovakia is for children to be delivered in hospitals. A simple rule for when to go to the hospital for labour is the 5-1-1 rule: your contractions happen at least every 5 minutes, last for 1 minute each, and have been happening consistently for at least 1 hour.

If you are supporting a mother during childbirth, the two most important things are staying calm and keeping the mother calm:

- * Take a few deep breaths and focus on the task ahead.
- * Remind the mother to breathe and encourage her to pant through contractions.
- * Call your healthcare specialist. They can talk you through delivery step-by-step and contact emergency services for you.

After the birth of a child

After the birth of a child, parents can receive a birth certificate (Slovak), on the basis of which they can apply for Temporary Protection for the child (dočasné útočisko/odídenec). The birth of a child within the territory of Slovakia does not grant the right to acquire citizenship. However, it does provide the same basis for registering as a refugee as is applicable in general cases.

When to call your healthcare worker

If you develop any of the following symptoms, please do not wait for your next routine appointment or midwifery visit. Instead, call your doctor or go to the nearest hospital/maternity ward immediately if you:

- * Develop a fever of 38 °C or above
- * Soak more than one sanitary napkin an hour, pass large clots (larger than a quarter), or if the bleeding increases
- * Had a C-section or episiotomy and the incision becomes very red or swollen or drains pus
- * Have new pain, swelling, or tenderness in your legs
- * Have hot-to-the-touch, reddened, sore breasts or any cracking or bleeding from the nipple or areola (the dark-colored area of the breast)
- * Your vaginal discharge becomes foul-smelling
- * Have painful urination, a sudden urge to pee, or are unable to control urination
- * Have increasing pain in the vaginal area
- * Have new or worsening belly pain
- * Develop a cough or chest pain, nausea, or vomiting
- * Have bad headaches or vision changes
- * Become depressed or hallucinate, have suicidal thoughts or any thoughts of harming your baby.



Caring for a newborn child

For newborn babies (up to 28 days of life)

If your baby displays any of the following warning signs, do not wait for your upcoming routine appointment. Instead, promptly contact your doctor or proceed to the nearest hospital and/or paediatric ward:

- * Not feeding well
- * Fever (temperature higher 37.5 °C)
- * Low body temperature (lower 35.5 °C)
- * Convulsions
- * Fast breathing (breathing rate higher than 60 per minute)
- * Severe chest in-drawing
- * No spontaneous movement
- * Any jaundice in the first 24
- * Hours after birth, or yellow palms and soles at any age
- * Umbilicus (belly button) draining pus or bleeding from stump or cut.



For babies older than 28 days

If your baby displays any of the following warning signs, do not wait for your upcoming routine appointment. Instead, promptly contact your doctor or proceed to the nearest hospital and/or paediatric ward:

- * Refuses to feed for multiple feedings in a row
- * Has diarrhea and vomits more than usual
- * Has a cold that does not improve, or that gets worse
- * Has a rash
- * Has signs of dehydration (decreased number of wet diapers-should have 6 to 8 a day, does not shed tears when crying, has sunken eyes or the soft spot on the top of his or her head has sunken)
- * has discharge from the ear
- * will not stop crying.

Breastfeeding babies and young children

As breast milk is safe, clean and contains antibodies against many common childhood illnesses, it is the ideal food for infants.

From six months of age, breast milk should be supplemented with a variety of adequate, safe, and nutrient-dense foods. Breastfeeding should continue for babies under two years of age or beyond. Your body has the capacity to produce sufficient milk for your baby, even during stressful periods or if you've temporarily stopped breastfeeding and wish to resume. If possible, consider breastfeeding.

If breastfeeding is not possible, substitute feeding practices such as infant formula can be used to meet the nutritional needs of infants and protect them from diseases.

For infants under six months old, infant formula is the suitable milk to use if not breastfeeding. Avoid giving your baby any other types of milk, including animal milk, or introducing foods like baby juices, tea, or beverages such as soy, rice, oats, or almond drinks, unless advised by a healthcare professional.

UNICEF has developed a free mobile application called *Bebbo* for parents of young children (0 – 6 years old). This app provides tools and expert advice on health, development, nutrition, parenting, safety, play, and much more.

AppStore



or



Google Play

11. Termination of pregnancy

Women have the right to abortion in Slovakia until 12 weeks of pregnancy, and for medical reasons at later stages. It is carried out by surgery as there is no medical (by medicines) abortion in Slovakia. A preliminary examination, application and subsequent surgical intervention costs on average €420.

Is abortion financially reimbursed?

Only if it is recommended by a doctor for medical reasons.

Ask for support and advice about abortion



If you have questions about safe abortion or need information about reproductive health, please contact the organization 'Freedom of Choice – Možnosť voľby' at **+421 910 350 444** or by email **support@moznostvolby.sk**. The helpline works from Monday to Wednesday from 12:00 to 18:00 and on Thursdays from 9:00 to 15:00.

In addition, by scanning the QR code you can find more detailed information about abortion and medical institutions which perform it:



12. Dental care

As a general rule, dental expenses are not reimbursed. Dental needs for medical emergencies may be provided free of charge. You can find a dentist via instructions in 'Section 2: How can I find a doctor' of this booklet.



13. Oncology (Cancer)

Cancer patients in Slovakia (both adults and children) with Temporary Protection status are entitled to free healthcare in Slovakia once it is considered necessary care by your doctor and health insurance provider.



Addresses of oncology hospitals and outpatient clinics in Slovakia

- 1.** In Bratislava – Národný onkologický ústav
– Klenová 1, 833 10 Bratislava
- 2.** In Nitra – Oddelenie rádioterapie a klinickej onkológie FN
– Špitálska 6, 949 01 Nitra

3. In Košice – Klinika rádioterapie a onkológie LF UPJŠ a VOÚ
– Pri nemocnici 498, 040 01 Košice

One-time financial support for cancer patients in Slovakia from the League Against Cancer

The League Against Cancer (Liga proti rakovine) is a non-governmental organisation providing assistance and support to cancer patients throughout Slovakia. It provides one-time financial assistance to cancer patients. More information can be found by scanning the QR-code:



Information assistance to cancer patients in Slovakia

The non-governmental organisation **Leukemia and Lymphoma Slovakia** (Lymfoma a Leukémia Slovensko) provides information and counseling support to cancer patients in Slovakia. After scanning the QR-code, you will see an online form. It must be filled out, and then the organisation's employees will contact you and provide all necessary assistance.



14. HIV or AIDS, syphilis and hepatitis B and C viruses

HIV, AIDS, syphilis and hepatitis B and C cause serious health problems and significantly impair the quality of life of infected people and their partners. If left untreated, these diseases can severely impair the immune system, reproductive function, and the health of future offspring and can lead to premature death.

The test is the only way to find out whether a person is infected with these diseases or not. It usually makes a difference to get tested within 3 months after any risky behaviour or suspicious event.

You can get free testing for these diseases in the cities **Bratislava**, **Banská Bystrica** and **Brezno**. Testing will be available from September to December 2023.

Testing will give you information about your health. For all the diseases listed, there is a safe and effective treatment that will be given to you in case of a positive test result. In the case of a negative result, you will be reassured that you are not spreading the infection. Testing is voluntary and all information provided will be anonymised. Your results will remain private. Health workers will help you fill in the necessary questionnaires and explain the procedure. With your

consent, they will take a few drops of blood from your finger. These drops of blood will be applied to a prepared rapid antibody test. The result of the rapid test will be available after approximately 15 minutes. The doctor will explain the result to you.

Testing in **Bratislava** is carried out in the Rovniankova outpatient clinic (Rovniankova 1, 851 02 Petržalka). You can make an appointment for testing by calling **+421 947 915 516** or requesting a test when visiting your doctor's office. Please note that registration is required prior to testing.

For testing in the cities of **Brezno** and **Banská Bystrica**, you can make an appointment by calling **+421 910 645 022** (registration is obligatory before testing). Testing in Brezno takes place every Thursday from 7:00 to 10:00. In Banská Bystrica, testing takes place every Tuesday from 7:00 to 10:00.

You can find all possible testing locations across Slovakia by scanning the QR code. For information on opening hours, how to get to the facilities and recommendations before testing, please scan the QR-code.



If you already have information that you have one of the above-mentioned diseases, you should contact **the infectious diseases department** of the hospital or health facility closest to where you live.

The hotline for people with HIV and tuberculosis is **+421 907 923 122**.



15. Disability

People with disabilities can apply for a Slovak confirmation of disability status at the nearest Local Office of Labour, Social Affairs in the area of their permanent residence. After that, it is needed to contact the family doctor (paediatrician or therapist) for further confirmation of disability. Ukrainian documents should be brought to the doctor to receive Slovak documents which confirm the disability.



Financial support

People with Temporary Protection in Slovakia with severe disabilities can receive a subsidy. A written application for a subsidy should be submitted to the Local Office of Labour, Social Affairs and Family at the permanent residence of the applicant. The amount of this subsidy depends on the degree of disability. Further details on the subsidies available, conditions of access and methods for obtaining an application form can be found by scanning the QR-code.



16. Help for persons with hearing impairments

If you have a hearing impairment, you can contact the Association of the Deaf of Slovakia for help. This organisation can help with adaptation in Slovakia.



The association also provides online information via video call, assistance with sign language translation and information support in sign language.

The regional center in Žilina provides help for people with hearing impairments, provides hearing aid instruments (for a fee) and consultations (free of charge).

You can contact the association via:

WhatsApp phone number: **+421 944 562 234**

Phone number for calls: **+421 903 762 810**

E-mail: **deaf.vybor@gmail.com;**

prezidentkaaneps@gmail.com

Address of the Association's office in Žilina:

Kalov 17, 010 01 Žilina

Office open hours: Mon-Fri from 8 am till 4 pm

Scan QR-code to see the Association's web-page



There are some hospitals where you can receive medical support for rare diseases in Slovakia. Below you will find the addresses of such hospitals and the category of disease you can be assisted with.

1. University Hospital in Bratislava – Antolská 11, 851 07 Bratislava



**Providing medical help for adults
with Hematological Diseases (rare blood disorders).**

2. The National Institute of Childrens Diseases in Bratislava – Limbová 1, 831 01 Bratislava

Providing medical help for children with:

- * Intellectual disability and congenital malformations
- * Hereditary metabolic disorders
- * Paediatric cancer
- * Immunodeficiency, autoinflammatory and autoimmune diseases
- * Endocrine conditions
- * Eye diseases



3. National Institute of Cardiovascular Diseases in Bratislava – Pod Krásnou hôrkou 1/7185, 833 48 Bratislava

Providing medical help for adults with:

- * Respiratory diseases
- * Heart diseases



4. University Hospital in Martin – Kollárova 2, 036 01 Martin

Providing medical help for people with:

- * Immunodeficiency, autoinflammatory and autoimmune diseases
- * Endocrine conditions
- * Respiratory diseases



You can find more information
on the European Reference Network
website via the QR-code below:



18. Language and dictionary

Slovak language courses for medical workers could be provided by iCan Language School. You can find more information about the courses and how to register by scanning the QR-code:



Also in the next section you can find words and phrases in the dictionary, which will help you to explain basic medical needs in Slovak language.



Common words and phrases

| English | Slovak |
|--------------------------------------|--|
| Ambulance | Sanitka |
| Hospital | Nemocnica |
| Disease | Ochorenie |
| Disability | Postihnutie |
| Vaccination | Očkovanie |
| Injection | Injekcia |
| Referral | Výmenný lístok |
| Reference | Certifikát |
| Prescription | Lekársky predpis |
| Disease | Ochorenie |
| Pharmacy | Lekáreň |
| Medical insurance | Zdravotné poistenie |
| My ... hurts | Bolí ma... |
| I have the following symptoms... | Mám nasledujúce príznaky... |
| Where is the doctor? | Kde je lekár? |
| Where is the nearest pharmacy? | Kde je najbližšia lekáreň? |
| How do I get to the doctor? | Ako môžem ísť k lekárovi? |
| I need... | Ja potrebujem... |
| I need a prescription for a medicine | Ja potrebujem lekársky predpis na liek |
| I need medication | Potrebujem lieky |

Doctors

| | |
|--------------------|-----------------|
| Paediatrician | Pediater |
| Dentist | Zubár |
| Gynaecologist | Gynekológ |
| Dermatologist | Dermatológ |
| Cardiologist | Kardiológ |
| Psychologist | Psychológ |
| Psychiatrist | Psychiater |
| Neurologist | Neurológ |
| Orthopedist | Ortopéd |
| Ophthalmologist | Očný lekár |
| Gastroenterologist | Gastroenterológ |
| Oncologist | Onkológ |
| Urologist | Urológ |

Body parts

| | |
|---------|-------|
| Skin | Koža |
| Bones | Kosti |
| Joints | Kĺby |
| Muscles | Svaly |
| Head | Hlava |
| Eyes | Oči |
| Nose | Nos |
| Mouth | Ústa |
| Tongue | Jazyk |

| | |
|----------------|---------------|
| Teeth | Zuby |
| Throat | Hrdlo |
| Neck | Krk |
| Shoulders | Ramená |
| Hand | Ruka |
| Elbow | Lakeť |
| Palm | Dlaň |
| Fingers | Prsty |
| Backbone/Spine | Chrbtica |
| Hip | Bedro |
| Abdomen | Brucho |
| Stomach | Žalúdok |
| Breast | Prsník |
| Lungs | Plúca |
| Liver | Pečeň |
| Kidneys | Obličky |
| Heart | Srdce |
| Bronchus | Priedušky |
| Pancreas | Pankreas |
| Bladder | Močový mechúr |
| Uterus | Maternica |
| Ovaries | Vaječníky |
| Spleen | Slezina |
| Intestine | Črevo |

| | |
|--------|----------|
| Thighs | Stehná |
| Legs | Nohy |
| Knee | Koleno |
| Feet | Chodidlo |
| Heel | Päta |

At the pharmacy

| | |
|--|------------------------------------|
| I need medication for... | Potrebujem lieky na... |
| How many times per day should the medicine be taken? | Koľkokrát denne sa má liek užívať? |
| Prescription drugs | Lieky na predpis |
| Medicines without a prescription | Lieky bez lekárskeho predpisu |
| Pills | Tabletky |
| Syrup | Sirup |
| Spray | Sprej |
| Ointment | Masť |
| Suppository | Sviečky |
| Drops | Kvapky |
| Herbal tea | Bylinkový čaj |
| Vitamins | Vitamíny |
| Antipyretic | Antipyretikum |
| Painkiller/Analgesic | Liek proti bolesti |
| Blood pressure medicines | Lieky na tlak |
| Antibiotic | Antibiotikum |

| | |
|--------------------------------------|------------------------------|
| Medicines for joints, tendons, bones | Lieky na kĺby, šľachy, kosti |
| Medicines for diarrhea | Lieky na hnačku |
| Medicines for constipation | Lieky na zápchu |
| Medicines for digestion | Lieky na trávenie |

Diseases

| | |
|-------------------|----------------------|
| Cold | Prechladnutie |
| Diarrhea | Hnačka |
| Flu | Chrípka |
| AIDS | AIDS |
| HIV | HIV |
| Diabetes | Cukrovka |
| Allergy | Alergia |
| Tuberculosis | Tuberkulóza |
| Infection | Infekcia |
| Virus | Vírus |
| Heart attack | Infarkt |
| Stroke | Mŕtvica |
| Cancer (oncology) | Rakovina (onkológia) |
| Syndrome | Syndróm |
| Ulcer | Vred |
| Haemorrhoids | Hemoroidy |

Symptoms

| | |
|--------------------------|---------------------------|
| Runny nose | Výtok z nosa |
| Cough | Kašeľ |
| Inflammation | Zápal |
| Pain | Boleť |
| Acute pain | Akútna bolesť |
| Sharp pain | Rezná bolesť |
| Weakness | Slabosť |
| Fatigue | Únava |
| Drowsiness | Ospalosť |
| Lack of appetite | Nedostatok chuti do jedla |
| Increased appetite | Zvýšená chuť do jedla |
| Insomnia | Nespavosť |
| Blood pressure | Tlak |
| Headache | Boleť hlavy |
| Dizziness | Závraty |
| I can't hear well | Nepočujem dobre |
| I do not understand well | Nerozumiem dobre |
| I see poorly | Vidieť zle |
| Itching | Svrbenie |
| Rash | Vyrážka |
| Dryness | Suchosť |
| Puffiness | Opuchy |

| | |
|----------|-------------|
| Bloating | Nadúvanie |
| Redness | Sčervenanie |

At the paediatrician

| | |
|----------------------|----------------------|
| Cough | Kašeľ |
| Dry cough | Suchý kašeľ |
| Wet cough | Vlhký kašeľ |
| Runny nose | Výtok z nosa |
| Weakness | Slabosť |
| Headache | Bolesť hlavy |
| Blocked nose | Upchatý nos |
| Pain when swallowing | Bolesť pri prehĺtaní |

At the ophthalmologist

| | |
|----------------------------|-------------------|
| Glasses | Okuliare |
| Contact lenses | Kontaktné šošovky |
| Nearsightedness (Myopia) | Krátkozrakosť |
| Farsightedness (Hyperopia) | Ďalekozrakosť |
| Blindness | Slepota |

At the gynaecologist

| | |
|---------------------------------------|---|
| Pregnancy | Tehotenstvo |
| Child | Dieťa |
| Menstruation cycle | Menštruácia (cyklus) |
| Termination of pregnancy/ Abortion | Prerušenie tehotenstva (potrat, interrupcia) |

| | |
|---------|-----------|
| Ovaries | Vaječníky |
| Breast | Prsník |

At the dentist

| | |
|--------------------------|----------------|
| Cavity | Zubný kaz |
| Seal | Plomba |
| Braces | Zubný strojček |
| Prosthesis (false teeth) | Protéza |

At the dermatologist

| | |
|----------|-------------|
| Rash | Vyrážka |
| Redness | Sčervenanie |
| Acne | Akné |
| Dryness | Suchosť |
| Peeling | Lúpanie |
| Cracking | Praskanie |
| Allergy | Alergia |

At the cardiologist

| | |
|------------------------------|------------------------|
| Chest pain | Bolesť srdca |
| Heart palpitations | Kardiopalmus |
| Slow heartbeat (Bradycardia) | Pomalý tlkot srdca |
| Fast heartbeat (Tachycardia) | Tachykardia |
| Irregular heartbeat | Nepravidelný tep srdca |

At the psychologist

| | |
|--------------------------------|-----------------------|
| Forgetfulness, memory problems | Zabúdanie, zlá pamäť |
| Hallucinations | Halucinácie |
| Depression | Depresia |
| Low mood | Nedostatok nálady |
| Loss of appetite | Strata chuti do jedla |
| Loss of focus | Nedostatok pozornosti |
| Increased aggression | Zvýšená agresivita |
| Anger | Hnev |
| Joy | Radosť |
| Crying | Plač |
| Sadness | Smútok |
| Lack of motivation (apathy) | Neochota niečo urobiť |
| Fear | Strach |
| Panic | Panika |
| Stupor (unresponsiveness) | Stupor |

At the neurologist

| | |
|-----------|-------------|
| Dizziness | Závraty |
| Numbness | Necitlivosť |
| Limbs | Končatiny |
| Tremor | Tréma |
| Spasm | Spazmus |

| | |
|--------------|-------------|
| Coordination | Koordinácia |
| Orientation | Orientácia |
| Balance | Rovnováha |
| Nervous tic | Nervový tik |

At the gastroenterologist

| | |
|--------------------------|-------------------|
| Heaviness in the stomach | Ťažkosť v žalúdku |
| Heartburn | Pálenie záhy |
| Nausea | Nevoľnosť |
| Diarrhea | Hnačka |
| Constipation | Zápcha |
| Appetite | Chuť do jedla |
| Bloating | Nadúvanie |
| Weight loss | Strata váhy |
| Ulcer | Vred |

At the oncologist

| | |
|--------------|---|
| Cancer | Rakovina |
| Relapse | Návrat ochorenia/ Recidíva ochorenia |
| Metastases | Metastázy |
| Chemotherapy | Chemoterapia |

19.

Useful phone numbers and links, general information and emergency numbers



112

United telephone number that
is used in the European Union
in case of any emergency



0850 111 313

Rescue line - medical
advice on first aid in case
of emergency



155

Ambulance



18 300

Mountain Rescue Service



158

Police



18 155

Aviation Rescue Service



159

City police



150

Fire protection

Useful links

1. International Organization for Migration (IOM) in Slovakia website.

IOM works to help ensure the orderly and humane management of migration to promote international cooperation on migration, to provide assistance on practical solutions to migration and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people.



2. United Nations High Commissioner for Refugees (UNHCR) in Slovakia website.

UNHCR leads international action to protect people forced to flee conflict and persecution and those denied a nationality.



3. United Nations Children's Fund (UNICEF) in Slovakia website.

UNICEF works in the world's toughest places to reach the most disadvantaged children and adolescents and to protect the rights of every child, everywhere.



4. World Health Organization (WHO) website.

WHO is the agency that connects nations, partners and people to promote health, keep the world safe and serve the vulnerable so everyone, everywhere can attain the highest level of health.



5. Slovak Red Cross website. Red Cross acts before, during and after disasters and health emergencies to meet the needs and improve the lives of vulnerable people.



6. Website of the Ministry of Health of the Slovak Republic with information about medical services access and the health system in Slovakia for refugees from Ukraine.



7. Information for Ukrainians arriving in Slovakia



Helplines

1. Equita helpline, where you can also receive information about available services and advice. A Ukrainian doctor answers calls and messages, and assists in reaching services:

+421 948 339 647

2. If you need informational assistance in legal or social matters, please contact **the Migration Information Center (MIC)** of the International Organization for Migration (IOM) by phone **+421 908 767 853** or by e-mail **mic@iom.int**

3. Anonymous free helpline Nezábudka from the League for Mental Health Organization supports people who need men-

tal health counselling and survivors of gender-based violence – **0800 222 450**. You can call on this phone number free of charge in Ukrainian language.

**4. Infoline of the general medical insurance company:
0850 003 003**

5. Infoline for Ukrainian-speaking people
(general information):
+421 513 816 111 / +421 259 765 111

**6. Infoline for HIV and Tuberculosis patients:
+421 907 923 122**



Transportation program for those with health needs

Transport services for Ukrainians with health needs is available free of charge from the Slovak Red Cross.



Notes

**World Health Organization
Country Office in the Slovak Republic**

Limbová 2, 837 52 Bratislava

Tel.: +421 2 593 73 140

+421 2 547 73 662

E-mail: eurowhosvk@who.int

www.who.int/europe