

Health services for tourists

provided by public institutions in the Region of Istria

Summer 2022

Pursuant to the contractual obligations with the HZZO (Croatian Health Insurance Fund), the Region's health institutions provide services both for national and foreign tourists staying in the area of the Region of Istria. Should the need for immediate medical assistance be required, all tourists are entitled to health care under the same conditions as Croatian insured parties provided they have a valid European Health Insurance Card (EHIC). Domestic tourists can access health care if they have a valid HZZO card. The following text provides information on the conditions and ways of access to health care for tourists.

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**** In case of life-threatening emergencies or serious health-affecting conditions, call 194 for emergency medical assistance***

(sudden breathing difficulties, choking on a foreign body, cardiac and respiratory arrest, loss of consciousness, sudden chest pain, spasms (convulsions), speech difficulty, weakness or paralysis of a part of the body, facial distortion, traffic accident injuries and other sudden injuries (falls from height, gunshot wounds), abnormal bleeding, electrical and lightning injuries, hypothermia, heat stroke, drowning, medicine poisoning).

In the event of acute events occurring outside the working hours of tourist medical clinics or family doctors, emergency care is provided 24/7 by medical clinics at branch offices of the Istrian Region's Institute for Emergency Medicine.

The location of the medical clinics of the emergency healthcare service in Istria as well as all additional information can be found on the website of the Istrian Region's Institute for Emergency Medicine <https://zhmiz.hr/>.

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**** In case of acute illnesses and non-life-threatening conditions...***

(conditions for which you would normally see your doctor, such as airway inflammation, viral infections, high fever, minor burns, minor accidents, abdominal pain, back pain, etc.)

...contact a doctor for help using the Istrian Health Centres website information or visiting a tourist medical clinic.

You can find information about the **nearest doctors**, their contact details and addresses, including working hours, on the Istrian Health Centres website www.idz.hr (under „Ispostave“).

Additional general practitioner practices, the so-called **tourist medical clinics**, are organized during the summer in Umag, Poreč, Rovinj, Labin and Pula in the main buildings of the Istrian Health Centres branch offices. Patients are admitted for medical services if they hold a travel or private insurance, otherwise they are charged for the medical treatment.

Branch office	2022	Working hours	Tel.	e-mail
Labin	15/06 – 31/08	Monday – Friday: 09:00 – 17:00	+385 95 200 0070	turisticka.labin@idz.hr
Poreč-Parenzo	10/05 – 05/06 16/09 – 30/09	Monday – Saturday: 09:00 – 17:00	+385 52 426 461	turisticka.porec@idz.hr
	06/06 – 15/09	Monday – Sunday: 09:00 – 21:00		
Pula-Pola	01/06 – 30/06	Monday – Saturday: 10:00 – 18:00	+385 52 210 805	turisticka.pula@idz.hr
	01/07 – 31/08	Monday – Sunday: 09:00 – 21:00		
Rovinj-Rovigno	18/05 – 31/05	Mon, <u>Wed</u> , Thu, Fri: 08:00 – 15:00; Sat, Sun: 09:00 – 21:00	+385 95 391 9528	turisticka.rovinj@idz.hr
	01/06 – 15/09	Monday – Sunday: 09:00 – 21:00		
Umag-Umago	05/06 – 31/08	Mon, <u>Wed</u> , Fri, Sat, Sun: 08:00 – 22:00; Tue, Thu: 08:00 – 15:00	+385 52 440 029	turisticka.umag@idz.hr

* The opening period and working hours of the tourist medical clinics may differ from the ones indicated in the table. The official working hours are those published on the Istrian Health Centres website www.idz.hr, which is updated daily.

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*** If you need the services of a paediatrician, gynaecologist or dentist, you can find their contact information on the Istrian Health Centres' website.**

You can find information about the **nearest paediatricians, gynaecologists and dentists**, their contact details and addresses, including working hours, on the Istrian Health Centres website www.idz.hr (under „Djelatnosti“).

On weekends and public holidays, a paediatrics and gynaecology emergency clinic are on duty at Pula General Hospital, Santoriova 24A.

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*** If a patient has completed a medical examination and needs to be admitted to hospital...**

Pula General Hospital, situated in Santoriova 24A in Pula, manages emergencies requiring urgent diagnostic workup or urgent treatment through an emergency system comprising the Comprehensive Emergency Hospital Admission Service and the emergency clinics of the following units: Paediatrics, Gynaecology, Infectiology, Psychiatry as well as Laboratory, Transfusion and Radiological Diagnostics.

Hospital units that **DO NOT** provide emergency examinations are: Dermatovenerology, Physical Medicine, Nuclear Medicine, Pathology and Cytology.

For further information, visit www.obpula.hr.

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*** If a patient needs an out-of-hours pharmacy, all relevant information can be found on the Istrian Pharmacies website.**

The Centar Pharmacy, Giardini 14, Pula, is open 24/7 (on duty at night-time). Working hours and addresses of all other pharmacies can be found on the website www.istarske-ljekarne.hr.

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**** If you need emergency services in the field of epidemiology and microbiology, or emergency disinfection, disinsection and rat extermination, call 112 for information about services on duty.***

Requests for SARS-CoV-2 testing shall be sent to the e-mail address covidtest@zzjiz.hr.

For further information, visit the Istrian Region Public Health Institute website www.zzjiz.hr.

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**** Patients with injuries of the locomotor system, cuts or suspected bone fracture can also receive treatment at the Martin Horvat Hospital in Rovinj.***

The Martin Horvat Hospital in Rovinj operates a medical clinic for traumatology of the locomotor system, which is open every weekday from 8:00 am to 3:30 pm. Contact numbers: +385 52 811 011 or +385 52 537 126

For further information, visit: www.bolnica-rovinj.hr.

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Health services for tourists

provided by private tourist medical clinics in the Region of Istria
Summer 2022

**** In case of acute illnesses and non-life-threatening conditions you can also contact a private tourist medical clinic.***

TOWN	INSTITUTION	ADDRESS	Open in 2022	Opening hours	CONTACT
Pula	Terra Medica – Tourist Medical Centre	Amfiteatarska 8 Pula	From 15/05	Every day 08:00 – 21:00	info@terramedica.eu https://terramedica.eu +385 98 410 680
Fažana	Terra Medica – Tourist Medical Centre	Holiday Centre Bi Village Dragonja 115 Fažana	From 15/05	Every day 08:00 – 21:00	info@terramedica.eu https://terramedica.eu +385 98 410 680
Umag	Dr. A. Wilson Practice	Monterol 18 Stella Maris Umag	15/05 – 30/09	Every day 09:00-13:00 17:00-21:00	https://ordinacija-drwilson.business.site
Brtonigla	Ervin Prekali General Medicine Practice	Ladin gaj 132 (Autokamp park Umag) Karigador Brtonigla	01/07 – 31/08	Mon, Wed, Fri 8:00 – 14:00 17:00 – 19:30 Tue, Thu 12:00 – 20:30 Sat, Sun 09:00 – 13:00	+385 52 756 290
			Rest of the year	Mon, Wed, Fri 7:00 – 14:30 Tue, Thu 13.00 – 20:30	

Rovinj	Dr. Berkarić Practice – Tourist Medical Centre	Trg na Lokvi 1 Rovinj	01/06 – 01/10	Every day and on weekends 08:00 – 16:00	+385 99 409 54 66
Rovinj	Medicus doo Valalta Medical Clinic	Cesta za Valaltu Lim 7 Rovinj		Every day 09:30 – 20:00 24/7 telephone availability of a doctor	www.medicus.hr +385 91 312 08 61
Rovinj	Terra Medica – Tourist Medical Centre	Maistra Camping - Polari, Rovinj	From 15/05	Every day 08:00 – 21:00	info@terramedica.eu https://terramedica.eu +385 98 410 680
Labin	Dr. Berkarić Practice –Tourist Medical Centre	Trg Labinskih rudara 4 Labin	01/06 – 01/10	Every day and on weekends 08:00 -16:00	+385 99 760 83 60
Rabac	Medicus doo Rabac Medical Clinic	Valamar Residence Mediteranska 1 Rabac		Mon – Fri 09:00 – 12:00 24/7 telephone availability of a doctor	www.medicus.hr https://ambulancerabac.business.site/ +385 99 758 70 20
Poreč	Lovrić Medical Private Tourist General Medicine Practice	Bruo 1/1 Hotel Diamant, Valamar Poreč		Every day 09:00 – 19:00 Upon agreement, on-call 24/7	milanlovric2@gmail.com https://lovric-medical.hr/ +385 98 623 319
Poreč	Polyclinic dr. Jerković doo	Vladimira Gortana 25 Poreč		Mon – Fri 08:00 – 15:00 Sat 09:00 – 13:00	recepcija@poliklinika-jerkovic.hr mirko.jerkovic@inet.hr +385 52 434 850 +385 98 334 431
Poreč	Helios MEDIC	Hotel Materada Materada 35 Poreč	Easter – 31/05 on-call 01/06 – 30/09	Every day 09:00 – 17:00 On-call availability from 17:00 to 22:00	heliosmedic@gmail.com +385 91 160 20 32
Poreč	Terra Medica - Tourist Medical Centre	Istra Premium Camping Resort Poreč	From 15/05	Every day 08:00 – 21:00	info@terramedica.eu https://terramedica.eu +385 98 410 680
Tar	Terra Medica - Tourist Medical Centre	Lanterna Apartments - Sunny Resort by Valamar Lanterna 11 Tar	From 15/05	Every day 08:00 – 21:00	info@terramedica.eu https://terramedica.eu +385 98 410 680
Tar	Dr. Glumac Mirjana Tourist Medical Clinic	Tourist resort Lanterna Kamp Lanterna Tar		Mon – Sat 10:00 – 18:00 Sun 10:00 – 13:00	+385 91 602 90 55