List of medical facilities in Croatia

Prepared by British Embassy Zagreb

www.gov.uk

The following list of medical facilities/practitioners has been prepared by the British Embassy Zagreb for the convenience of British Nationals who may require these services and assistance in Croatia. It is provided on the understanding that we (the British Embassy) do not assume or undertake any legal responsibility to you, or those affected, if you choose to take it into account when instructing a medical facility or practitioner.

Further and alternatively, we cannot accept any liability to any person or company for any financial loss or damage arising from the use of this information or from any failure to give information.

Our aim is to provide our customers with as much relevant information to enable them to make better informed decisions but our lists are not recommendations and should not be treated as such.
List of medical facilities in Croatia
Updated: 01/06/2017

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<td>Nastavni zavod za hitnu medicine - Central Emergency Medical Centre</td>
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<td>Heinzelova 88, 10 000 Zagreb</td>
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<td>Tel: 00385 194</td>
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This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in Emergency Medical care
- they have experience of representing British nationals
- you won't need to pay for treatment
- EHIC Cards accepted (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Zagreb area.
ZAGREB

Trauma Zagreb - Traumatology Hospital

Draskoviceva 19, 10 000 Zagreb

Tel: 00385 1 4697 000

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in bones injuries and burns, whole range of other medical services
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? All Croatia.
ZAGREB

Klinika za infektivne bolesti - Hospital for Infectious Diseases

Mirogojska 8, 10 000 Zagreb

Tel: 00385 1 2826 222

This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in infectious diseases and whole range of other medical services
- they have experience of representing British nationals
- you will need to pay for treatment-- have to pay 20% of the total medical bill(provided that you have valid EHIC), but the maximum amount of 2000HRK, minors are exempt from paying
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Zagreb area.
ZAGREB

Klinička Bolnica “Sv Duh” – Clinical Hospital “Sveti Duh”

Sveti Duh 64, 10 000 Zagreb

Tel: 00385 1 3712 111

This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in urology and whole range of other medical services
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Zagreb area.
ZAGREB
Psihijatrijska Bolnica “Sveti Ivan” – Psychiatric Hospital “Sveti Ivan”
Jankomir 11, 10 000 Zagreb
Tel: 00385 1 3430 000

This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in mental illness
- they have experience of representing British nationals
- you will need to pay for treatment - have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Zagreb area.
This company has told us the following things:

- they have English speaking staff
- it’s a private public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in mental illness
- they have have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000 HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Zagreb area.
ZAGREB
Psihijatrijska Bolnica za djecu i mladež - Psychiatric Hospital for children and youth
Ivana Kukuljevica 11, 10 000 Zagreb
Tel: 00385 1 4862 503

This company has told us the following things:

- they have have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in mental illness for children
- they do not have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Zagreb area.
ZAGREB

Klinički Bolnički Centar “Šalata” - Ortopedic and Clinical Hospital “Šalata”

Salata 4, 10 000 Zagreb

Tel: 00385 1 23 88 888

This company has told us the following things:

- they have have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in orthopaedics, skin and veneral diseases
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for Zagreb area.
This company has told us the following things:

- they have have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of health
- specialisations are in **heart and blood diseases**, **cardiac surgery** and **whole range of other medical services**
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Zagreb area.
This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in emergency treatment, surgery, skin and eye diseases and whole range of other medical services
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Zagreb area.
ZAGREB
Klinički bolnički centar “Merkur” - Clinical Hospital “Merkur”
Zajčeva 19, 10 000 Zagreb
Tel: 00385 1 2431 390

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in transplantation, birth and whole range of other medical services
- they have experience of representing British nationals
- you will need to pay for treatment - have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? All Croatia
ZAGREB

Klinika za dječije bolesti - Clinical Hospital for children

Klaiceva 16, 10 000 Zagreb

Tel: 00385 1 4600 111

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in all children's diseases
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000 HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? All Croatia
ZAGREB

Klinika za ženske bolesti i porode - Clinical Hospital for Women’s diseases and obstetrics

Petrova 13, 10 000 Zagreb

Tel: 00385 1 4604 646

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in women's diseases and obstetrics
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for?All Croatia.
ZAGREB
Klinički bolnički centar “Dubrava” - Clinical Hospital “Dubrava”
Avenija Gojka Suska 6, 10 000 Zagreb
Tel: 00385 1 2902 444

This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in face, plastic, reconstructive and ecstatic surgery, whole range of other medical services
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? All Croatia.
DUBROVNIK

Opća Bolnica Dubrovnik – Dubrovnik General Hospital

Dr. Roka Mietica 2, 20 000 Dubrovnik

Tel: 00385 20 431 777

This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the hyperbaric chamber and in the whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case,
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? All Croatia.
ČAKOVEC
Županijska Bolnica Čakovec - Čakovec Clinical Hospital
Ivana Gorana Kovacica 1E, 40 000 Cakovec
Tel: 00385 40 375 444

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Cakovec and Zagreb area.
KARLOVAC
Opća Bolnica Karlovac – “Karlovac” General Hospital
Andrije Stampara 3, 47 000 Karlovac
Tel: 00385 47 608 100
This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the **whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case**
- they have experience of representing British nationals
- you will need to pay for treatment - have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Karlovac and Zagreb area.
OGULIN

Opća Bolnica Ogulin – Ogulin General Hospital

Bolnicka 38, 47 300 Ogulin

Tel: 00385 47 819 707

This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case
- they have experience of representing British nationals
- you will need to pay for treatment - have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Ogulin, Karlovac and Zagreb area.
OSIJEK

Opća Bolnica Osijek – Osijek General Hospital
Josipa Huttlera 4, 31 000 Osijek
Tel: 00385 31 511 511

This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Osijek and Vinkovci area.
PULA

Opća Bolnica Pula - Pula General Hospital
Zagrebacka 30, 52 000 Pula
Tel: 00385 52 376 000

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the **hyperbaric chamber** and the **whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case**
- they have experience of representing British nationals
- you will need to pay for treatment - have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000 HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? All Istria area.
RIJEKA

Klinički bolnički centar Rijeka - Clinical Hospital Rijeka

Kresimirova 42, 51 000 Rijeka

Tel: 00385 51 658 111

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case, no hyperbaric chamber at the moment
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? All Rijeka area.
This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case
- they have experience of representing British nationals
- you will need to pay for treatment - have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000 HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Sisak and Zagreb area.
This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case, hyperbaric chamber available
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000 HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Split area.
ŠIBENIK

Opća Bolnica Šibenik – Šibenik general hospital
Stjepana Radica 83, 22 000 Šibenik
Tel: 00385 22 641 641

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case, no hyperbaric chamber - closest in Split
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Šibenik area.
VARAŽDIN

Opća Bolnica Varaždin - Varaždin General Hospital

Ivana Mestrovica bb, 42 000 Varaždin

Tel: 00385 42 393 000

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the **whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case**
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Varazdin, Cakovec and Zagreb.
This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Clinical Hospital Centres specialised for that specific case, no hyperbaric chamber-closest in Splt
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Zadar area.
This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the **whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case**
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Rovinj area.
POREC
Maura Gioseffia 2, 52 440 Porec
Tel: 00385 52 451 611

This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the **whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case**
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Porec area.
CRES
Turion Ulica, 51 557 Cres
Tel: 00385 51 571 116

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case
- they have experience of representing British nationals
- you will need to pay for treatment - have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Cres area.
RAB
Banjol 20, 51 280 Rab
Tel: 00385 51 776 969; 00385 51 776 980

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Rab area.
NOVALJA
Spital 1, 53 291 Novalja
Tel: 00385 53 741 190; 00385 51 662 610

This company has told us the following things:

- they have English speaking staff
- it’s a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the **whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case**
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Novalja area.
PAG
Prsika 7, 23 250 Pag
Tel: 00385 23 611 006; 00385 23 194

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case
- they have experience of representing British nationals
- you will need to pay for treatment - have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000 HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Pag area.
BRAČ
Loza 7, 21 420, Brač
Tel: 00385 021 635 112

This company has told us the following things:

- They have English speaking staff
- It's a public facility
- They are affiliated to Croatian Ministry of Health
- Specialisations are in the **whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case**
- They have experience of representing British nationals
- You will need to pay for treatment - have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000 HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- Areas/regions of the country they can provide services for? Brac area.
KORČULA

Ulica 57,kc. Br 5, 20 260 Korčula

Tel: 00385 20 711 137

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the **whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case**
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren’t available **(European Economic Area (EEA) or Switzerland only)**
- areas/regions of the country they can provide services for? Korcula area.
This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Slavonski Brod area.
POZEGA

Matije Gupca 10, 34 000 Pozega

Tel: 00385 34 311 923; 00385 34 311 902

This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill(provided that you have valid EHIC),but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Pozega area.
KRAPINA

Mirka Crkvenca 1, 49 000 Krapina
Tel: 00385 49 371 622

This company has told us the following things:

• they have English speaking staff
• it's a public facility
• they are affiliated to Croatian Ministry of Health
• specialisations are in the whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case
• they have experience of representing British nationals
• you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000 HRK
• EHIC Cards are accepted; repayment plans aren’t available (European Economic Area (EEA) or Switzerland only)
• areas/regions of the country they can provide services for? Krapina area.
This company has told us the following things:

- they have English speaking staff
- it's a public facility
- they are affiliated to Croatian Ministry of Health
- specialisations are in the **whole range of medical services except for complex cases which are sent to Hospital Centres specialised for that specific case**
- they have experience of representing British nationals
- you will need to pay for treatment- have to pay 20% of the total medical bill (provided that you have valid EHIC), but the maximum amount of 2000HRK
- EHIC Cards are accepted; repayment plans aren't available (European Economic Area (EEA) or Switzerland only)
- areas/regions of the country they can provide services for? Gospic area.
Feedback Form for Customers

If you do decide to use any of the medical facilities/practitioners on this list, we would like to hear from you. While there is no obligation on your part to provide feedback on the services you receive, any feedback you can give us is helpful.

Once completed, please return the form to the [Embassy/Consulate] by post to [ADDRESS] or by email to [EMAIL ADDRESS]. Thank you for your help.

1. Name of firm: Name of medical practitioner:

2. Date of contact:

Are any of the details on our list regarding this provider wrong? (e.g. address, telephone number, etc.)

3. What service did you need?

4. Why did you need this service?

Please circle the appropriate boxes below:

(a) If the service provided English speaking services, how would you rate the standard of English?

Excellent Good Average Poor Very Poor
(b) How would you rate the professionalism of the staff?
Excellent    Good    Average    Poor    Very Poor

(c) How would you rate the overall service received?
Excellent    Good    Average    Poor    Very Poor

(d) How would you rate the value for money?
Excellent    Good    Average    Poor    Very Poor

5. Do you have any other comments?

We would like to share this information with other customers but if you would prefer it not to be seen by others please tick the box □

Feedback provider’s name:             Tel. No.:
Email:                                 Date: