

English	Croatian / Hrvatski
<p><b>Health care for people coming to Scotland to work</b></p>	<p><b>Zdravstvena skrb za osobe na radu u Škotskoj</b></p>
<p>In Scotland, most health care is provided by the National Health Service (NHS). If you are coming from overseas to work in Scotland, and you live here legally this factsheet tells you how you can get health care from the NHS while you are here.</p>	<p>U Škotskoj, najveći dio zdravstvene skrbi osigurava National Health Service (NHS) (Državna zdravstvena služba). Ukoliko dolazite iz strane zemlje na rad u Škotsku i ovdje ste legalno, ova brošura pomaže vam u ostvarivanju zdravstvene skrbi putem NHS-a tijekom vašeg boravka u zemlji.</p>
<p><b>I have come from abroad to work in Scotland. Can I get health care from the NHS?</b></p> <ul style="list-style-type: none"> <li>• Yes. You can get health care from the NHS if you are employed or self-employed in Scotland.</li> <li>• You can also get health care from the NHS if you: <ul style="list-style-type: none"> <li>○ work on a ship registered in the UK</li> <li>○ work offshore in UK territory, or</li> <li>○ have come to Scotland to work as an unpaid volunteer providing services within or similar to health or social services.</li> </ul> </li> </ul>	<p><b>Došao sam iz strane zemlje na rad u Škotsku. Mogu li ostvariti zdravstvenu skrb preko NHS-a?</b></p> <ul style="list-style-type: none"> <li>• Da. Ukoliko ste u radnom odnosu ili samozaposleni u Škotskoj, možete ostvariti zdravstvenu skrb putem NHS-a.</li> <li>• Jednako pravo na zdravstvenu skrb putem NHS-a imate ako: <ul style="list-style-type: none"> <li>○ radite na brodu registriranom u UK</li> <li>○ radite na 'offshore' UK teritoriju, ili</li> <li>○ radite u Škotskoj kao neplaćeni volonter u zdravstvenim, socijalnim ili sličnim službama.</li> </ul> </li> </ul>

**Countries in the European Economic Area (EEA):**

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

**Zemlje Europskog gospodarskog prostora (EGP):**

Austrija, Belgija, Bugarska, Cipar, Češka Republika, Danska, Estonija, Finska, Francuska, Njemačka, Grčka, Mađarska, Island, Irska, Italija, Latvija, Lihtenštajn, Litva, Luksemburg, Malta, Nizozemska, Norveška, Poljska, Portugal, Rumunjska, Slovačka, Slovenija, Španjolska, Švedska, Ujedinjeno Kraljevstvo.

**What do I need to do?**

- You need to find a family doctor as soon as possible after you arrive in Scotland, and ask them to register you as an NHS patient. You will not have to pay for this.

- In Scotland, family doctors are often called General Practitioners or GPs. They work in GP surgeries, medical practices or health centres.
- The GP will decide if you can register as an NHS patient and if you can get NHS treatment free.
- The GP will help you look after all your health needs. They will decide if you need to see another health professional – for example a hospital doctor, or someone in mental health or maternity services. If you do, the GP will make the appointment for you.

- To find a GP, you can phone the NHS inform Helpline on 0800 22 44 88 or look on the internet ([www.nhs24.com](http://www.nhs24.com)). The NHS helpline can provide an interpreting service.
- When you have found a GP surgery, contact them and make an appointment to register as an NHS patient.
- If you need an interpreter, ask the GP surgery to arrange this for you. When you make an appointment, tell them what language you prefer to use.

**Što moram učiniti?**

- Po dolasku u Škotsku nađite obiteljskog liječnika i zamolite ga da vas registriira kao korisnika NHS-a. Ova usluga je besplatna.

- U Škotskoj, obiteljski liječnici su poznati kao General Practitioners ili GPs (liječnik opće prakse). Oni rade u ambulantomata opće prakse, zdravstvenim klinikama ili poliklinikama.
- Liječnik opće prakse (GP) donosi odluku možete li se prijaviti kao korisnik NHS-a i koristiti uslugama besplatno.
- Liječnik opće prakse (GP) će vam pomoći za sve zdravstvene potrebe. On odlučuje o potrebi za specijalističkim pregledom - npr. bolničkim pregledom, psihijatrom ili službom ante-natalne medicine. Ako je to potrebno, liječnik (GP) zakazuje pregled.

- Pomoć u odabiru liječnika (GP-a) možete dobiti pozivom na NHS inform Helpline – telefonsku liniju za pomoć - broj 0800 22 44 88 ili na internet stranici ([www.nhs24.com](http://www.nhs24.com)). Putem NHS linije za pomoć može vam se osigurati prevoditelj.
- Kada nađete ambulantu opće prakse (GP surgery), zakažite posjet i registrirajte se kao korisnik NHS-a.
- Ako trebate prevoditelja, zamolite ambulantu (GP surgery) da vam ga osigura. Prilikom najave posjeta navedite jezik kojim se služite.

## What happens when I register as an NHS patient?

- When you go to the GP surgery, the staff will ask you for some personal information – for example, your name, address and date of birth.
- They will ask to see some documents to help them decide if you can register as an NHS patient. If you need hospital care, staff at the hospital will also ask to see these documents.
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- **If you are from Bulgaria or Romania, or if you are not from the EEA or Switzerland**, they will ask to see documents that prove you are working in the United Kingdom. For example:
  - **your workers permit**, and
  - **if you are employed**, a recent letter from your employer, or your work contract, or a current pay (wage) slip
  - **if you are self-employed**, invoices or receipts for your work
  - **if you are an unpaid volunteer**, a letter from the organisation you work for that says what type of voluntary work you do.
- **If you are from any EEA country (except Bulgaria and Romania) or Switzerland**, NHS staff will ask to see your European Health Insurance Card (EHIC).
- If you don't have the documents they ask for, staff at the GP surgery may not be able to register you as an NHS patient.
- If you receive health care from the NHS before you are registered as an NHS patient, you may be asked to pay for this. This may happen, for example, if you are waiting to get the documents you need for registering as an NHS patient. After you are registered, any money you have paid will be returned to you.

## Koji je postupak registracije korisnika NHS-a?

- Prilikom posjeta ambulanti (GP surgery), osoblje će vas tražiti neke osobne podatke - npr. ime, adresu i datum rođenja.
- Osoblje ambulante će trebati neke dokumente na osnovu kojih odlučuje može li vas registrirati kao korisnika NHS-a. Ako vam je potrebna bolnička njega, bolničko osoblje će tražiti iste dokumente na uvid.
- **Ako ste iz Bugarske ili Rumunjske ili niste iz zemlje EGP-a ili Švicarske**, tražiti će dokumente kojima dokazujete svoj radni status u Ujedinjenom Kraljevstvu. Na primjer:
  - **vašu radnu dozvolu**, i
  - **ako ste zaposleni**, noviju pisanu potvrdu vašeg poslodavca, ugovor o radu ili zadnju platnu listu
  - **ako ste samozaposleni**, fakture ili račune za vaš posao
  - **ako ste neplaćeni volonter**, pisanu potvrdu od organizacije za koju radite, s opisom vašeg radnog zadatka.
- **Ako ste iz zemlje EGP-a (osim Bugarske i Rumunjske) ili Švicarske**, osoblje NHS-a će vas tražiti europsku iskaznicu zdravstvenog osiguranja (odnosno EHIC, na Engleskom).
- Ako ne posjedujete tražene dokumente, osoblje ambulante (GP surgery) vas možda nije u mogućnosti registrirati kao korisnika NHS-a.
- Ako ste koristili usluge NHS-a prije upisa u registar korisnika, možda će vam tu uslugu naplatiti. To se može dogoditi, na primjer, za vrijeme dok čekate dokumente koji su vam potrebni za registraciju korisnika NHS-a. Nakon upisa u registar korisnika, sav uplaćeni novac biti će vam vraćen.

The United Kingdom has special health care arrangements with some countries outside the EEA. If you come from one of those countries, you can get some health care from the NHS when you are in Scotland. For more information, call the NHS inform Helpline on 0800 22 44 88 or ask staff at a GP surgery or hospital.

Ujedinjeno Kraljevstvo ima posebne ugovore s nekim zemljama izvan EGP-a. Ako dolazite iz jedne od tih zemalja, možete ostvariti dio zdravstvene skrbi putem NHS-a za vrijeme boravka u Škotskoj. Za više informacija, nazovite NHS inform Helpline-liniju za pomoć na 0800 22 44 88 ili se obratite osoblju ambulante (GP surgery) ili bolnice.

### **When I am registered as an NHS patient, is all health care free?**

- No. When you are registered as an NHS patient, a lot of your health care will be free. But you will still need to pay for some things – for example, some dental treatment.
- The leaflet 'A quick guide to help with health costs' tells you if you can get free treatment or help with health costs. It is available from citizens advice bureaux and Jobcentre Plus offices. You can also find it on the internet ([www.scotland.gov.uk/healthcosts](http://www.scotland.gov.uk/healthcosts)).

### **Jesu li registriranom korisniku NHS-a sve zdravstvene usluge besplatne?**

- Ne. Registriranom korisniku NHS-a je besplatan veliki dio zdravstvene skrbi. No, pojedine usluge ipak morate platiti – npr. neke zubarske usluge.
- Knjižica 'A quick guide to help with health costs' ('Kratki vodič za pomoć oko plaćanja troškova zdravstvene skrbi') sadrži savjete o besplatnom liječenju, odnosno pomoći u plaćanju dijela troškova. Tu knjižicu možete dobiti od Citizens Advice Bureau-a (Centar za savjetovanje građana) i ureda Jobcentre Plus (Centar za zapošljavanje). Sadržaj također možete potražiti i na internetu ([www.scotland.gov.uk/healthcosts](http://www.scotland.gov.uk/healthcosts)).

## Can my family get health care from the NHS?

- **If you are registered as an NHS patient, your husband, wife or civil partner, and any of your children who are in Scotland with you, can also get health care from the NHS .** The children must be aged under 16, or under 19 and in full-time education.

Staff at the GP surgery will ask you to fill in a form for your husband, wife or civil partner and for any children. You may need to show your marriage or civil partnership certificate, and birth certificates for your children.

- **What about other members of my family?**
  - **If you are from the EEA or Switzerland**, members of your family who are not from the EEA can get health care from the NHS if they have been allowed to join you in Scotland. They will need to show a document proving that the UK Government has allowed them to do this – for example, an EEA family permit. For more information about EEA family permits, go to the UK Government website for visa services at [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk) or contact the nearest UK Visa Application Centre.
  - **Members of your family who are not from the EEA or Switzerland may also have a right to get health care from the NHS in Scotland in their own right** – for example, if they have been allowed to come here to work or to study.
  - **Members of your family who are from the EEA or Switzerland** can get health care from the NHS. They must have a EHIC card and they should register with a GP.

## Može li moja obitelj ostvariti zdravstvenu skrb preko NHS-a?

- **Ako ste registrirani korisnik NHS-a, vaš suprug, supruga ili vaš partner, kao i svako vaše dijete, ako su u Škotskoj s vama, mogu ostvariti zdravstvenu skrb putem NHS-a.** Djeca moraju biti mlađa od 16 godina, ili mlađa od 19 i redovno se školovati.

Osoblje u ambulanti (GP surgery) će vas tražiti da ispunite obrazac za vašeg supruga, suprugu ili partnera i svako vaše dijete. Možda ćete morati priložiti vjenčani list ili potvrdu o vanbračnoj zajednici, te rodni list za dijete.

- **Što je sa drugim članovima moje obitelji?**
  - **Ako ste iz zemlje EGP-a ili Švicarske**, članovi vaše obitelji koji nisu iz EGP-a mogu ostvariti zdravstvenu skrb putem NHS-a ako im je dozvoljen boravak s vama u Škotskoj. Morate priložiti dokument kojim dokazuju da im je vlada UK odobrila boravak, kao što je EGP obiteljska viza. Za više informacija o vizama posjetite internet stranice vlade UK na [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk) ili se obratite na UK Visa Application Centre (Odjel za vize Ujedinjenog Kraljevstva).
  - **Članovi vaše obitelji koji nisu iz zemlje EGP-a ili Švicarske možda imaju pravo i samostalno ostvariti zdravstvenu skrb putem NHS-a u Škotskoj** – npr. ako imaju dozvolu rada ili školovanja.
  - **Članovi vaše obitelji koji su iz zemlje EGP-a ili Švicarske** mogu ostvariti zdravstvenu skrb putem NHS-a. Moraju imati EHIC iskaznicu i prijaviti se GP-u (liječniku opće prakse).

## What happens if I am not registered as an NHS patient?

- If you are not registered as an NHS patient, you can still get some health care from the NHS.

### Services that are free for everyone include:

- emergency care in a hospital (in the accident and emergency department, casualty department or minor injury unit)
  - emergency care at a GP surgery
  - emergency transport in an ambulance
  - sexual health services
  - treatment for some infectious diseases and sexually transmitted infections.
- If you need any other health care, and you are not registered as an NHS patient, you will need to pay for it. Staff at the GP surgery or hospital will be able to give you more information about this.

You can get medical insurance to help you with the costs of your care. To find out more about medical insurance, phone the Association of British Insurers on 020 7600 3333 or look on the internet ([www.abi.org.uk](http://www.abi.org.uk)) and follow the links to Private Medical Insurance in the Consumer Information section.

## Što ako nisam registrirani korisnik NHS-a?

- Iako niste registrirani korisnik NHS-a, i dalje možete ostvariti neke od usluga zdravstvene skrbi putem NHS-a.

### Usluge koje su svima besplatne:

- hitna bolnička njega (na odjelu za hitnu medicinsku pomoć ili pomoć u slučaju manje ozbiljnih ozljeda – „minor injury unit“)
  - hitna njega u ordinaciji liječnika opće prakse (GP)
  - prijevoz kolima hitne pomoći
  - spolna zdravstvena njega
  - liječenje nekih zaraznih bolesti i spolno prenosivih bolesti.
- Ako trebate neki drugi oblik zdravstvene njege, a niste registrirani korisnik NHS-a, te usluge morate platiti. Osoblje ambulante (GP surgery) ili bolnice vam može dati daljnje informacije.

Medicinsko osiguranje vam može pomoći sa troškovima njege. O osiguranju možete saznati više na telefonskom broju 020 7600 3333 Association of British Insurers (Udruga britanskih osiguravatelja) ili provjerite internet ([www.abi.org.uk](http://www.abi.org.uk)) i pratite linkove do Private Medical Insurance u sekciji Consumer Information (Informacije za korisnike).

## How can I find out more?

- **Phone the NHS inform Helpline on 0800 22 44 88** (textphone 18001 0800 22 44 88) for information about health conditions and services. The NHS helpline can provide an interpreting service.
- **Contact your local citizens advice bureau** for free, confidential, impartial and independent advice about almost anything, including NHS services and your rights. To find your nearest branch, look in your phone book or on Citizens Advice Scotland's website ([www.cas.org.uk](http://www.cas.org.uk)).

## Kako mogu saznati više?

- **Nazovite NHS inform Helpline-liniju za pomoć na 0800 22 44 88** (textphone 18001 0800 22 44 88) za informacije o zdravstvu i uslugama. Putem NHS linije za pomoć može vam se osigurati usluga prevođenja.
- **Obratite se najbližem citizens advice bureau** centru za besplatan, povjerljiv, nepristran i neovisan savjet o mnogim pitanjima, uključujući usluge NHS-a i vaša prava. Najbližu poslovnicu potražite u telefonskom imeniku ili na internet stranicama Citizens Advice Scotland (centra za savjetovanje građana u Škotskoj) ([www.cas.org.uk](http://www.cas.org.uk)).

### Other factsheets in this series

- Health care for people coming to Scotland to study
- Health care for asylum seekers and refugees in Scotland
- Health care in Scotland for former UK residents now working abroad
- Health care in Scotland for UK passport holders living abroad
- Health care for UK pensioners visiting Scotland
- Health care in Scotland for holidaymakers from overseas.

You can get these factsheets in another language or format from:

- anywhere you get NHS care
- [www.nhsinform.co.uk](http://www.nhsinform.co.uk)
- [www.hris.org.uk](http://www.hris.org.uk)
- the NHS inform Helpline on 0800 22 44 88 (textphone 18001 0800 22 44 88)

### Druge brošure iz ove serije

- Health care for people coming to Scotland to study (Zdravstvena skrb za osobe koje dolaze na studij u Škotskoj)
- Health care for asylum seekers and refugees in Scotland (Zdravstvena skrb za azilante i prognanike u Škotskoj)
- Health care in Scotland for former UK residents now working abroad (Zdravstvena skrb u Škotskoj za bivše stanovnike UK na radu u inozemstvu)
- Health care in Scotland for UK passport holders living abroad (Zdravstvena skrb u Škotskoj za vlasnike UK putovnica koji žive u inozemstvu)
- Health care for UK pensioners visiting Scotland (Zdravstvena skrb za umirovljenike UK u posjetu Škotskoj)
- Health care in Scotland for holidaymakers from overseas (Zdravstvena skrb za strane turiste u posjetu Škotskoj)

Navedene brošure možete dobiti na drugom jeziku ili formatu :

- gdje god se pruža zdravstvena skrb NHS-a
- [www.nhsinform.co.uk](http://www.nhsinform.co.uk)
- [www.hris.org.uk](http://www.hris.org.uk)
- pozivom NHS inform Helpline-liniji za pomoć na 0800 22 44 88 (textphone 18001 0800 22 44 88)

## Feeling unwell?

- **Go to a pharmacy** and ask for advice. To find your nearest pharmacy, phone the NHS inform Helpline on 0800 22 44 88 or look on the internet ([www.nhs24.com](http://www.nhs24.com)).
- **Visit the NHS 24 website** at [www.nhs24.com](http://www.nhs24.com) for health information and advice.
- **Contact the GP surgery** where you are registered. If you need an interpreter, ask the GP surgery to arrange this for you.
- **Phone NHS 24 on 08454 24 24 24** or look on the internet ([www.nhs24.com](http://www.nhs24.com)) if the GP surgery where you are registered is closed, or if you are not yet registered as an NHS patient. NHS 24 can provide an interpreting service.

**In an emergency (if your condition is very serious), phone 999 and ask for an ambulance.**

## Ne osjećate se dobro?

- **Obratite se za savjet ljekarniku.** Za informaciju o najbližoj ljekarni nazovite NHS inform Helpline-liniju za pomoć na 0800 22 44 88 ili potražite na internet stranici ([www.nhs24.com](http://www.nhs24.com)).
- **Posjetite NHS 24 internet stranice** na [www.nhs24.com](http://www.nhs24.com) za zdravstvene informacije i savjete.
- **Obratite se GP ambulanti** kod koje ste prijavljeni. Ako trebate prevoditelja, zamolite osoblje ambulante (GP surgery) da vam osigura uslugu.
- **Nazovite NHS 24 na 08454 24 24 24** ili posjetite internet stranicu ([www.nhs24.com](http://www.nhs24.com)) ako vaša ambulanta (GP surgery) ne radi, ili još niste registrirani korisnik NHS-a. NHS 24 vam može osigurati uslugu prevođenja.

**U hitnim slučajevima (ukoliko je situacija veoma ozbiljna), nazovite 999 i zatražite hitnu pomoć.**

We have tried our best to make sure that the information in this factsheet is correct. However, the factsheet is for guidance only so you should not rely on it as a complete statement of the law. If you are thinking about taking legal action, you should contact a solicitor, a citizens advice bureau or any other advice agency.

U ovu brošuru smo pokušali unijeti informacije koje su ispravne. Brošura, međutim, sadrži samo smjernice koje se ne trebaju sagledavati kao zakonski propisi. Ukoliko razmatrate pokretanje pravnog postupka, obratite se odvjetniku, službi citizens advice bureau, ili nekoj drugoj pravnoj savjetodavnoj službi.

**Email [ask@hris.org.uk](mailto:ask@hris.org.uk) to ask for this information in another language or format.**

**Za ove informacije u drugom formatu ili na drugom jeziku, pošaljite email na adresu [ask@hris.org.uk](mailto:ask@hris.org.uk).**

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