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# Health care and medical equipment in Croatia

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# HEALTH CARE AND MEDICAL EQUIPMENTS IN CROATIA

## 1. INTRODUCTION

### 2.1 GEOGRAPHY

The Republic of Croatia is located in Southeast Europe covering a total of 56,610 km<sup>2</sup>. Croatia is bordered by Slovenia, Hungary, Serbia, Bosnia-Herzegovina, Montenegro and Italy with which it shares a maritime border along the Adriatic Sea. The capital is Zagreb and other major cities are Split, Osijek, Rijeka, Zadar, Pula and Dubrovnik. The country is divided into 21 counties, which contain 124 towns.

### 2.2 POLITICAL OVERVIEW

Formerly a major constituent part of Yugoslavia, Croatia declared independence in June 1991. Today, Croatia is a member of the European Union (EU), United Nations (UN), the Council of Europe, NATO, the World Trade Organization (WTO) and also the founding member of the Union for the Mediterranean. The current president of Croatia is Mrs. Kolinda Grabar Kitarović but the executive authority rests with the Prime Minister, Mr. Tihomir Orešković, who is appointed by the president and is accountable to the Parliament.

### 2.3 ECONOMIC OVERVIEW

Before the global financial crisis of 2008-09, the Croatian economy grew at a healthy 4-5% annually, incomes doubled, and economic and social opportunities dramatically improved. The prolonged crisis put this progress, as well as Croatia's aspirations, to the test, as the country struggled with six years of recession. The latest economic forecast expects Croatia to have a GDP growth of 2.1% in 2016 and 2017 along with an inflation of 0.3% in 2016 and 1.6% in 2017. Moreover, there will be an improvement in the public budget balance (% of GDP) increasing from -3.9 in 2016 to -3,2 in 2017.<sup>1</sup>

The highest contribution to this growth comes from exports of goods and services. Declining oil and food prices and the personal income tax cut helped with the recovery of domestic demand, especially of personal consumption.

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<sup>1</sup> [http://ec.europa.eu/economy\\_finance/eu/countries/croatia\\_en.htm](http://ec.europa.eu/economy_finance/eu/countries/croatia_en.htm)

## 2.4 GDP

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
<b>GDP (million €)</b>	36,508.4	40,197.8	43,925.8	48,129.8	45,090.7	45,004.3	44,708.6	43,933.7	43,487.1	43,019.8
<b>GDP per capita, PPP( \$)</b>	15535,4 9	17019,7 2	18923,4 9	20464,4 4	19399,3 7	18968,8 6	20571,2 5	21113,6 1	21314,1 2	21210,2 8
<b>GDP growth (annual %)</b>	4,16	4,78	5,15	2,05	-7,38	-1,70	-0,28	-2,19	-1,06	-0,36
<b>Inflation , GDP deflator (annual %)</b>	3,39	4	4,10	5,70	2,78	0,83	1,67	1,58	0,80	0,02

Source: World Bank Data <http://data.worldbank.org/> - Eurostat <http://ec.europa.eu/eurosta>

Croatia is a member of the IMF, the European Bank for Reconstruction & Development and the World Trade Organization. Croatia applied for EU membership in February 2003 and has worked hard to align its legislation with the EU acquis. The EU has provided Croatia with financial assistance in the areas of economic and social development, justice and home affairs, the building of administrative capacity and environmental protection, with a view to enable a smooth transition to European structures.

Tourism is a notable source of income, particularly during the summer months. With over 10 million foreign tourists annually, tourism generates revenue in excess of € 7 billion. Croatia is ranked amongst the top 20 most popular tourist destinations in the world, and was voted the world top tourism destination in 2005 by Lonely Planet. According to the site Best European Destinations, Zadar was voted best European destination in 2016, and Zagreb was voted for the best Christmas destination in 2015.<sup>2</sup>

## 2.5 POPULATION

According to the Croatian Bureau of Statistics, the Croatian population is 4 284 889 million.

Zagreb City, the capital, is the country's largest region, with a population of 790 017 according to the 2011 census, which equals to 17,6 % of the total population.

<sup>2</sup> <http://www.europeanbestdestinations.com/>

▪ **Population by age group, ethnicity and religion**

Age	65+	15-64	0-14
<b>% of total population</b>	<b>15,7%</b>	<b>67,2%</b>	<b>17,1%</b>

Croatia is inhabited mostly by Croats (89,6 %), while minority groups include Serbs (4,5 %), Bosniaks, Hungarians, Italians, Slovenes, Germans, Czechs, Roman people and others (5,9 %). The average life expectancy is 75,1 years, and the literacy rate is 98,1 %. The main religions of Croatia are Roman Catholic 85 %, Orthodox 5 %, other Christian 0,4 %, Muslim 1,3 %, other and unspecified 0,9 %, none 5,2 %.

## 2.6 DEMOGRAPHICS

### Principal Demographic Indicators

	2001	2006	2011	2014
<b>Live births</b>	40,993	41,446	41,197	<b>39,566</b>
<b>Rate/000 pop</b>	9.2	9.3	9.4	<b>9.3</b>
<b>Deaths</b>	49,552	50,378	51,019	<b>50,839</b>
<b>Rate/000 pop</b>	11.2	11.3	11.9	<b>12.0</b>
<b>Infant deaths</b>	315	215	192	<b>199</b>
<b>Life expectancy</b>	<b>71.1</b>	<b>n/a</b>	<b>73.9</b>	<b>74,6</b>
<b>Males</b>	<b>78.1</b>	<b>n/a</b>	<b>80,0</b>	<b>80,5</b>
<b>Females</b>				

Source: [http://www.hzjz.hr/publikacije/hzs\\_ljetopis/](http://www.hzjz.hr/publikacije/hzs_ljetopis/), [Croatian Health Service Yearbook 2014](#)

According to the Croatian central bureau of statistics (CBS), the most common causes of death in 2014 were due to ischaemic heart diseases (10.831), cerebrovascular diseases (7.300) and malignant neoplasms of trachea, bronchus and lung (2.827).

For the overall infant deaths, the most common were pathologic conditions from prenatal period and congenital malformations. Regarding the total population, the leading causes of death in 2014 were circulatory diseases (24.112), neoplasm (14.206). They represent  $\frac{3}{4}$  of death. The others causes of deaths are injuries and poisonings (2.750), respiratory system (2.227), of digestive system (2.149).

## **2. HEALTH CARE AND MEDICAL EQUIPMENT SECTOR**

### **2.1 FACILITIES INVOLVED IN HEALTH ACTIVITIES**

They are either state- or county-owned, or private. Teaching hospitals, clinical hospital centres and state Institutes of Public Health are state-owned.

Health centres, polyclinics, general and special hospitals, pharmacies, institutions for emergency medical aid, home care institutions, and county institutes of public health are county owned.

During 2002 health centres began the process of merging due to which their number was reduced from 120 (in 2001) to 49 (in 2014). Out of 73 hospital institutions and sanatoriums, nine special hospitals and five sanatoriums were privately owned.

By the end of 2014, there were 5,399 private practice units (doctors' offices, laboratories, private pharmacies, private physical therapy practices and home care services) registered.

### **2.2 THE MEDICAL MARKET IN CROATIA**

In 2014, around \$ 214.3 million, or \$50 per capita, was spent on medical equipment. The largest product area within the market was consumables, accounting for 27.7% of the overall total, followed by diagnostic imaging with a market share of 13.5%.

It is expected that the market will increase by a CAGR of 2.7% in USD terms along with a CAGR of 5.6% in local currency terms over the 2014-2019 period reaching \$295.6 million by 2018.<sup>3</sup>

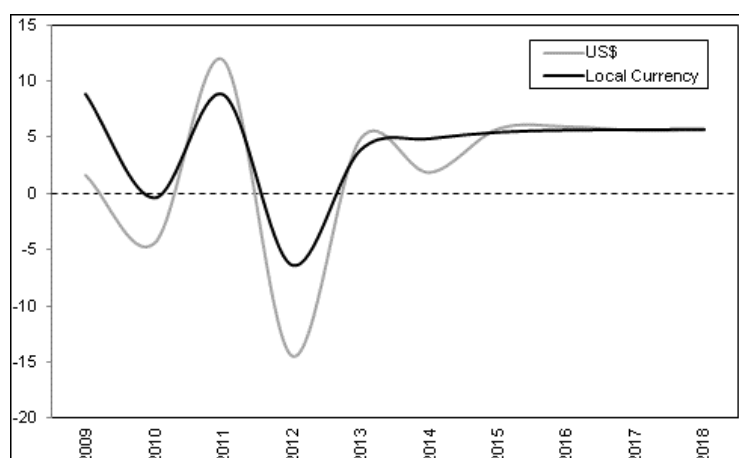
The government aimed to bring the performance of the healthcare system into line with that of other EU member states through the National Health Strategy 2006-2011.

The new National Healthcare Development Strategy 2012-2020 will expand health-related IT systems in the country and see a restructuring of the hospital sector. Some of the goals have already been achieved - the implementation of a prescription system, followed by an e-waiting list, and a centralized information system. Even though informatization of healthcare has been in place for 10 years, it is expected that it will be fastened with use of EU structural funds now available to Croatia. The strategy also anticipates the reorganization of health institutions, integrating local clinics, family practitioners, hospitals and specialized hospital services.

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<sup>3</sup> US Commercial service, *Healthcare Resource Guide: Croatia*, Nina Radicevic, November 2015

### Medical Device Market, 2009-18 (% Change)



Source: BMI Espicom

## 2.3 MEDICAL PERSONNEL

65,757 health professionals and associates were employed in total on 31 December 2014 in health care in Croatia which translates to 65 inhabitants per one health worker.

**Tablica - Table 2. UKUPAN BROJ ZDRAVSTVENIH DJELATNIKA SA ZAPOSLENJEM U ZDRAVSTVENOM SUSTAVU TE BROJ STANOVNIKA NA JEDNOG ZDRAVSTVENOG DJELATNIKA U HRVATSKOJ 2014. GODINE - Health workers employed in health system (permanent job and total) and population per one health worker, Croatia 2014**

Zdravstveni djelatnici	Sveukupno	Udio (%)	Broj stanovnika na 1 zdrav. djelatnika
<i>Health workers</i>	<i>Total</i>	<i>Proportion %</i>	<i>Population per one health worker</i>
Doktori medicine - <i>Medical doctors</i>	14.057	21,4	305
Doktori dentalne med. - <i>Doctors of dental. med.</i>	3.545	5,4	1.209
Mag. farmacije - <i>Pharmacists</i>	2.744	4,2	1.562
Medicinski biokemičari - <i>Medical biochemists</i>	478	0,7	8.964
Ostali zdravstveni djelatnici visoke obrazovne razine - <i>Other university degree health workers</i>	874	1,3	4.903
Suradnici s visokom obraz. razinom - <i>Other university degree staff</i>	631	1,0	6.791
Viša - <i>Junior college education</i>	10.457	15,9	410
Srednja - <i>High school education</i>	32.529	49,5	132
Niža - <i>Semi-skilled</i>	442	0,6	9.694
<b>Ukupno - Total</b>	<b>65.757</b>	<b>100</b>	<b>65</b>

Source: [http://www.hzjz.hr/publikacije/hzs\\_ljetopis/](http://www.hzjz.hr/publikacije/hzs_ljetopis/)

Compared to the European average, Croatia has one of the lowest rates of doctors per 100.000 citizens. Due to this, the Ministry of Health has taken an active role in the management of human resources, especially in the segment of PhDs in medicine. The plan is to provide quality medical care for all citizens of Croatia no matter where their place of residence is.



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<b>Ukupno - Total</b>	<b>65.757</b>	<b>100</b>	<b>65</b>

Source: Croatian health Yearbook 2014

**Tablica - Table 4. DOKTORI MEDICINE SPECIJALISTI PO GRANAMA SPECIJALNOSTI SA ZAPOSLENJEM U ZDRAVSTVENOM SUSTAVU U HRVATSKOJ U 2014. GODINI - Medical specialists in Croatia's health system by specialty 2014**

SPECIJALNOST	UKUPNO	SPECIJALIZANTI	SPECIJALISTI
<i>Specialty</i>	<i>Total</i>	<i>On specialty training</i>	<i>Specialists</i>
OBITELJSKA/OPĆA MEDICINA - <i>Family practice</i>	1.235	113	1.122
INTERNA MEDICINA - <i>Internal medicine</i>	1.357	178	1.179
OPĆA INTERNA MEDICINA - <i>General internal medicine</i>	15	14	1
KARDIOLOGIJA - <i>Cardiology</i>	35	35	-
PULMOLOGIJA - <i>Pneumophthsiology</i>	28	28	-
GASTROENTEROLOGIJA - <i>Gastroenterology</i>	17	17	-
NEFROLOGIJA - <i>Nephrology</i>	15	15	-
HEMATOLOGIJA - <i>Hematology</i>	21	21	-
LABORATORIJSKA IMUNOLOGIJA - <i>Laboratory immunology</i>	4	1	3
ENDOKRINOLOGIJA I DIJABETOLOGIJA - <i>Endocrinology</i>	10	10	-
INTERNISTIČKA ONKOLOGIJA - <i>Internal medicine oncology</i>	10	10	-
ALERGOLOGIJA I KLINIČKA IMUNOLOGIJA - <i>Allergology and clinical Immunology</i>	1	1	-
PNEUMOFITZILOGIJA - <i>Pneumophthsiology</i>	83	-	83
INFEKTOLOGIJA - <i>Infectology</i>	142	39	103
PEDIJATRIJSKA INFEKTOLOGIJA - <i>Pediatric Infectology</i>	16	4	12
NEUROLOGIJA - <i>Neurology</i>	409	76	333
PSIHIJATRIJA - <i>Psychiatry</i>	634	115	519
DJEČJA I ADOLESCENTNA PSIHIJATRIJA - <i>Child and adolescent psychiatry</i>	8	8	-
NEUROPSIHIJATRIJA - <i>Neuropsychiatry</i>	34	-	34
DERMATOLOGIJA I VENEROLOGIJA - <i>Dermatology and venerology</i>	212	32	180
PEDIJATRIJA - <i>Pediatrics</i>	826	119	707
OPĆA KIRURGIJA - <i>General surgery</i>	730	84	646
KARDIOTORAKALNA KIRURGIJA - <i>Cardiothoracic surgery</i>	5	5	-
VASKULARNA KIRURGIJA - <i>Vascular surgery</i>	9	9	-
ABDOMINALNA KIRURGIJA - <i>Abdominal surgery</i>	21	21	-
NEUROKIRURGIJA - <i>Neurosurgery</i>	86	25	61
DJEČJA KIRURGIJA - <i>Child surgery</i>	65	20	45
MAKSILOFACIJALNA KIR. - <i>Maxillofacial surgery</i>	40	6	34
PLASTIČNA KIRURGIJA - <i>Plastic surgery</i>	12	7	5
HITNA MEDICINA - <i>Emergency medicine</i>	213	82	131
UROLOGIJA - <i>Urology</i>	192	35	157
ORTOPEDIJA I TRAUMATOLOGIJA - <i>Orthopedics and traumatology</i>	230	51	179
OTORINOLARINGOLOGIJA - <i>Otorhinolaringology</i>	275	52	223
OFTALMOLOGIJA I OPTOMETRIJA - <i>Ophthalmology and optometrics</i>	412	78	334
OPSTETRIČIJA I GINEKOLOGIJA - <i>Obstetrics and gynecology</i>	791	105	686
ANESTEZIOLOGIJA I REANIMACIJA - <i>Anesthesiology and resuscitation</i>	824	224	600
TRANSFUZIJSKA MEDICINA - <i>Transfusiology medicine</i>	126	15	111
KLINIČKA RADILOGIJA - <i>Clinical radiology</i>	617	125	492
RADIOTERAPIJA I ONKOLOGIJA - <i>Radiotherapy and oncology</i>	110	24	86
NUKLEARNA MEDICINA - <i>Nuclear medicine</i>	95	24	71
FIZIKALNA MEDICINA I REHABILITACIJA - <i>Physical medicine and rehabilitation</i>	398	45	353
REUMATOLOGIJA - <i>Rheumatology</i>	2	2	-
MEDICINA RADA I SPORTA - <i>Occupational and sports medicine</i>	266	22	244
ŠKOLSKA I ADOLESCENTNA MED. - <i>School and adolescent medicine</i>	226	23	203
SOCIJALNA MEDICINA S ORGANIZ. ZDR. ZAŠTITE - <i>Social medicine and health administration</i>	12	-	12
JAVNO ZDRAVSTVO - <i>Public health</i>	30	3	27
EPIDEMIOLOGIJA - <i>Epidemiology</i>	171	21	150
MEDICINSKA MIKROBIOLOGIJA S PARAZITOLIJIJOM - <i>Medical microbiology with parasitology</i>	172	10	162
KLINIČKA MIKROBIOLOGIJA - <i>Clinical microbiology</i>	5	5	-
PATOLOŠKA ANATOMIJA - <i>Anatomical pathology</i>	138	22	116
PATOLOGIJA - <i>Pathology</i>	9	9	-
KLINIČKA CITOLOGIJA - <i>Clyrical citology</i>	118	14	104
SUDSKA MEDICINA - <i>Forensic medicine</i>	5	-	5
ZDRAVSTVENA EKOLOGIJA - <i>Medical ecology</i>	4	-	4
KLINIČKA FARMAKOLOGIJA - <i>Clinical pharmacology</i>	20	4	16
SPORTSKA MEDICINA - <i>Sports medicine</i>	3	-	3
POMORSKA MEDICINA - <i>Maritime medicine</i>	2	-	2
<b>UKUPNO - Total</b>	<b>11.546</b>	<b>2.008</b>	<b>9.538</b>

Source: Croatian health Yearbook 2014

## 2.4 HEALTH CARE EXPENDITURE

Based on data from the World Health Organisation (WHO), Espicom estimates that Croatia spent 7.8% of GDP (6,6% from public sources and 1,2% from private ones) on healthcare in 2014, which equals to US\$3.99 billion, or US\$900 per capita. Around 85% of this was in the public sector, worth US\$3.39 billion, and 15% in the private sector (US\$600 million).

The compulsory health insurance system, which provides treatment for approximately 4 million people, had a budget of US\$3.85 billion. The insurance system was introduced in 1993 and is operated by the Croatian Institute for Health Insurance (HZZO). The HZZO collects contributions from the working population and the government makes payments on behalf of those exempt, such as the elderly, the unemployed and dependants. From the last figures, the total private healthcare expenditure accounted for 14% of total spending in 2013.

Concerning HZZO, 88,71% of its expenses are made on healthcare, 9,54% on reimbursements and 1,75% on other expenditures. The detailed structure of its healthcare expenditures is the following:

- 33% hospital care
- 20% drugs/medications
- 15% primary healthcare
- 10% renovation of health institutions
- 6% health care abroad
- 4% orthopaedic aids
- 4% emergency medical health and transport
- 3% secondary health care

HZZO is financed through payroll contributions as well as subsidies from the central budget. In turn it funds hospitals and pharmaceuticals. HZZO has a monopoly on the Croatian market and the majority of the population is dependent on the organization for health care.

The payroll contributions are perceived by the central government as part of the central annual budget for healthcare (determined each year by the Ministry of Health and Social Welfare and the Ministry of Finance) and partly allowed to the HZZO fund in function of the planned budget decisions. The HZZO has contracts with health care providers all around the country, and allocates the financial resources among the counties according to the needs (determined by several criteria: mortality, demographic characteristics, etc.). The government controls the Croatian health care sector through the HZZO funding and the ownership of the main hospitals and health institutions.

Most of the main Healthcare providers (mainly hospitals) are funded exclusively by the HZZO, and on a capitation basis<sup>4</sup>. The cost of providers' workforce represents between 60% and 90% of the providers funding. Furthermore, the renewing of equipments and facilities are not financed by the HZZO but by providers' owners, resulting in insufficient hospitals improvements.

As a consequence of all these issues, a lot of providers face an increasing debt. This deficit situation is also faced by the HZZO, whose budget increase is utilized to pay previous debts to suppliers, helped by additional loans. In 2013, the Hospitals and pharmacies debt to suppliers together reached 4 billion Kuna. Some of these institutions sometimes also subscribe to bank loans to compensate their deficit.

Finally, 95% of HZZO's revenues come from the taxes, while only 5% comes from its own assets.

## 2.5 HOSPITAL SERVICES

According to Ministry of Health of Croatia in 2014 Croatia had 20 general hospitals. Most other facilities were small and specialist in nature.

**Tablica - Table 1. ZDRAVSTVENE USTANOVE U HRVATSKOJ\* 31.12.2014. - Health institutions in Croatia, December 31, 2014**

ZDRAVSTVENE USTANOVE	BROJ USTANOVA
<i>Health institutions</i>	<i>No. of institutions</i>
DOM ZDRAVLJA - Health center	49
KLINIČKI BOLNIČKI CENTAR - Clinical teaching hospital	5
KLINIČKA BOLNICA - Clinical hospital	3
KLINIKA - Clinic	5
OPĆA BOLNICA - General hospital	20
SPECIJALNA BOLNICA - Special hospital	33
LJEČILIŠTE - Health resort	7
ZAVOD ZA JAVNO ZDRAVSTVO - Public health institute	22
OSTALI DRŽAVNI ZAVODI - Other state institutes:	5
♦ ZAVOD ZA TRANSFUZIJSKU MEDICINU - Institute of transfusional medicine	1
♦ ZAVOD ZA ZAŠT. ZDRAVLJA I SIGURNOST NA RADU - Institute for Health Protection and Safety at Work	1
♦ ZAVOD ZA TOKSIKOLOGIJU I ANTIDOPING - Institute of toxicology and Antidoping	1
♦ ZAVOD ZA HITNU MEDICINU - Institute of emergency medicine	1
♦ ZAVOD ZA TELEMEDICINU - Institute for telemedicine	1
USTANOVA ZA HITNU POMOĆ - Emergency care station	21
POLIKLINIKA - Polyclinic	350
USTANOVA ZA MEDICINU RADA - Institution of occupational health	9
LJEKARNA - Pharmacy	181
USTANOVA ZA NJEGU-SKRB - Nursing care institution	198
TRGOVAČKO DRUŠTVO ZA OBAVLJANJE ZDRAV. DJELATNOSTI - Health company	411
<b>Ukupno - Total</b>	<b>1.319</b>

\* Ustanove bez obzira na vrstu vlasništva - Institutions regardless of the type of ownership

Source: Croatian health Yearbook 2014

<sup>4</sup> "A health insurance payment method whereby a fixed amount of money is paid per person to cover all services, without regard to the number or nature of services rendered to each person within a set period of time. It is the provider who bears the financial responsibility to coordinate patient care within the fees or capitated rate for all patients" (Distance Learning Centre, <http://www.eridlc.com>)

## 2.6 HEALTH INSURANCE

The notion of compulsory health insurance was introduced in the 1993 Health Care Act. Since then there have been many changes to this Act in the attempt to balance the supply of resources and the demand for services.

Under the social insurance system, a number of benefits are available including Cash Sickness Benefit, Workers' Medical Benefits and Dependents' Medical Benefits. The latter consists of a range of treatments that are partly funded by the patient, including hospitalization, orthopaedic aids, dental care, specific pharmaceuticals, maternity care and emergency aid. Services are free for children under 18 years of age, citizens' low income, disabled people in need of constant assistance and disabled veterans.

Citizens who have compulsory insurance and are also paying for supplementary insurance, have all medical costs covered for them by HZZO. Supplementary insurance is not obligatory and one can choose to pay it or not (70kn per month).

Patients are required to make co-payments for services such as primary care consultations, home visits and transportations by ambulance. Charges are also made for hospital stays. However, a large proportion of the population is exempt from co-payment, including children, poor and war veterans, which means that this source of health care funding adds little to the total health budget. Certain illnesses also excuse people from making the payment, such as contagious disease, occupational injuries and mental illness. The incidence of unofficial payment is also very low, especially in comparison with neighbouring countries.<sup>5</sup>

In case of sick leave, the cash compensations are paid by the employer during the first 42 days and by the health insurance during the following days (one year maximum). The daily compensation amount is calculated on the basis of the patient's average net wage of the last 6 months (70% of this average wage for the first 6 months of the sick leave, and 80% for the following six months). The compensation can be complete (100%) in some cases. The monthly allowances are comprised between 831,5 kuna and 4.257 kuna (108,6€ and 556,2€<sup>6</sup>)

After joining the EU on July 1st 2013, Croatia was able to withdraw funds from the EU structural funds for development of the health care sector. This is supposed to financially strengthen the Croatian health care system by extra funding intended for improvement of the health care sector and rendering health services to Croatian citizens.

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<sup>5</sup> Croatia Background data. Espicom 2006, Espicom Business Intelligence

<sup>6</sup> 1 € = 7,6535 (09/02/2016)

## 2.7 MEDICAL DEVICE OUTLOOK

During the post-war reconstruction, helped by financial international institutions, the renovation of health services was settled as a priority. These renovations, as well as reforms in the Croatian social security system, have apparently been conducted well so far.

However the medical device industry in Croatia suffers from a lack of high-tech companies. New equipments are required for modernization of ageing facilities and as medical device regulations are in line with EU requirements, gaining access to the market should not be a problem for those familiar with EU legislation.

The demand for medical equipment is expected to increase in the coming years, due to several factors, among which the healthcare modernisation, the European Union requirements, private health sector's development, the economic development, and the aging population.

Currently Croatian market of medical devices is characterized by a low local production. Moreover, the main import sources on exporters are the United States (around 25% of the importations<sup>7</sup>), Germany, Italy, Japan, Austria, Switzerland, and Slovenia. Germany, Italy and the US together provide more than 50% of the imports. However, Croatia possesses a small domestic production sector and manage to supply the Croatian market and the countries from the former Yugoslavia.

The purchases of medical devices are made directly by hospitals and local health authorities, or centralized by the Ministry of Health (through tenders) for large procurements. The total amount of money that the Croatian hospitals (primarily Clinical centres in Zagreb and Rijeka as the most active purchasers) spent on medical equipment, surgical instruments, accessories, laboratory equipment and various supplies in 2014 amounts to \$208 million ( \$45 million was spent on medical equipment). Additionally, orthopaedics and prosthetics, diagnostic imaging, and consumables are considered to be the most prospective product areas of the medical device market.

Projected Medical Device Market, 2014-2019

	Total (USDmn)	Per Capita (USD)	Total (Local Currency mn)	Per Capita (Local Currency)	Exchange Rate (Local Currency/USD)
2014	257.5	60.3	1,466.0	343.2	5.7
2015	211.5	49.7	1,479.7	347.7	7.0
2016	213.8	50.4	1,551.3	365.9	7.3
2017	226.6	53.6	1,652.0	391.0	7.3
2018	252.0	59.8	1,789.3	424.9	7.1
2019	294.5	70.2	1,921.7	457.8	6.5

Source: BMI

<sup>7</sup> Business Monitor, *Croatia pharmaceuticals & Healthcare report Q3 2010*

## 2.8 REGULATORY ENVIRONMENT

The registration of medical devices in Croatia comes under the jurisdiction of the Agency for Medicinal Products and Medical devices (<http://www.halmed.hr/en/>) based in Zagreb. The agency was established in October 2003, following the merger of the Croatian Institute of Medicines Control and the Croatian Institute of Immunobiological Preparations Control. The Agency's activities, which are mentioned by MoH, include the following:

### *Under Article 122 of Medicinal products Act*

- granting of marketing authorisations for medicinal products and homeopathic medicinal products
- carrying out registration procedures for traditional herbal medicinal products and homeopathic medicinal products
- granting of authorisations for parallel imports of medicinal products
- making expert assessments of quality, efficacy and safety of medicinal products
- performing laboratory analyses of medical devices
- performing tasks of the official laboratory for quality control for the Republic of Croatia
- performing quality control of medicinal products and homeopathic medicinal products, and issue certificates of quality control
- analysing and assessing adverse reactions and safety of subjects in clinical trials
- preparing the Croatian Pharmacopoeia
- issuing the Croatian Pharmacopoeia and other expert publications from its scope of work
- performing pharmacovigilance tasks
- granting manufacturing authorisations to manufacturers and importers of medicinal products and investigational medicinal products
- keeping the register of manufacturers, importers and wholesale distributors of active substances and excipients
- granting of authorisations for wholesale distribution of medicinal products
- granting of authorisations for retail sale of medicinal products in specialized retail sale outlets
- granting of authorisations for brokering of medicinal products
- giving approval for entry and importation of medicinal products
- giving approval for emergency entry and importation of medicinal products
- monitoring adverse reactions and defects of medicinal products

- initiating procedures for the suspension marketing medicinal products and make product recalls
- monitoring the supply of medicinal products
- monitoring the consumption of medicinal products and promote their rational use
- proposing measures to the Minister to supervise the consumption of medicinal products
- engaging in waste management activities (for its own needs)
- ensuring education and provide information on medicinal products
- providing expert advice from its scope of activities
- providing expert guidelines from its scope of activities
- proposing harmonisation of regulations on medicinal products with those of the European Union as well as with the regulations and guidelines of international institutions
- establishing international cooperation in the field of medicinal products
- carrying out inspection of the production of medicinal products, investigational medicinal products, active substances or excipients and the inspection of pharmacovigilance
- keeping the register of manufacturers of medical devices, the register of medical devices and the register of the wholesale distributors of medical devices
- analysing and evaluating adverse events in clinical trials of medical devices
- granting of authorisation for the retail sale of medical devices in specialized retail sale outlets  
-keeping the register of medical devices marketed in the Republic of Croatia
- operating a vigilance system for medical devices, and monitor safety of medical devices
- carrying out the procedure for emergency recall of medical devices
- carrying out the procedure for classification of medical devices
- issuing certificates of free sale of medical devices
- ensuring education and provide information about medical devices
- establishing international cooperation in the field of medical devices
- proposing harmonisation of regulations on medical devices with those of the European Union as well as with the regulations and guidelines of international institutions
- performing other tasks in the field of medicinal products in line with this Act and the ensuing regulations and in the field of medical devices in accordance with the Medical Devices Act and the ensuing regulations.

Croatia's medical device regulations are in line with the EU medical devices directives. Medical devices may only be marketed in Croatia if they have received authorization for marketing in the EU countries and the authorization has not been withheld, withdrawn or suspended in any of the member states.

## 2.9 MEDICAL DEVICE REGISTRATION

The Mission of the Agency for Medicinal Products and Medical Devices is to contribute actively to protection and promotion of public health by:

- Mobilizing expert resources in order to achieve high quality assessment of medicinal products, medical devices and homeopathic products, promoting research and development programs, as well as providing clear and useful information to the public and healthcare professionals;
- Developing effective and transparent procedures aimed at providing the public with a prompt access to medicinal products;
- Supervising safe use of medicinal products and medical devices by monitoring adverse reactions and quality of medicinal products and medical devices marketed in the Republic of Croatia;
- Collaborating with international authorities competent for medicinal products and medical devices; and
- Developing bilateral collaboration with national regulatory authorities and international institutions.<sup>8</sup>

The Agency for Medicinal Products and Medical Devices (HALMED) is responsible for placing medical devices on the Medical Devices and Homeopathic Products Register. In order to register a medical device, manufacturers should submit a written application to the Agency, accompanied by the following documentation:

- Name, brief description and intended use of the device;
- Details of qualitative and quantitative composition of the device;
- Description of the manufacturing process;
- Quality specifications for medical device and control methods;
- Clinical documentation or clinical trial results (for implants);
- Specimen;
- Packaging information including the form, type of material and composition;
- Proposed outer and inner labelling of the packaging (in Croatian) and the original packaging for devices manufactured abroad;
- Package leaflet containing instructions for use (proposal in Croatian) and the original package leaflet for devices manufactured abroad;
- Proposed shelf life and storage conditions;

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<sup>8</sup> Sophie Delvaux, *Croatie, le marché des équipements médicaux*, Wallonia export & investment, 2007



- Evidence that the medical device has been authorized for marketing in the EU Member States and the list of countries in which the medical device concerned is authorized for marketing (for devices manufactured abroad);
- Details of agency registration, or the decision on entry in the foreign subsidiary register, if the application has been submitted by the agent or local subsidiary of a foreign manufacturer;
- Manufacturing license;
- Liability insurance policy;
- Proof of payment of administrative fee.<sup>9</sup>

On 14th January 2014, HALMED published a new price list for its services. The costs associated with obtaining manufacturing licences and medical device registrations are listed below<sup>10</sup>.

In March 2013, HALMED informed the holders of medical device registrations that as of June 1st 2013, it will cease to accept applications for the registration of medical device manufacturers from legal entities in Croatia who represent manufacturers with headquarters in the EU or EEA, as well as manufacturers with headquarters outside the EU or EEA territory, that already have an authorised representative in the EU/EEA.

In addition, HALMED will no longer accept applications for Class I medical devices to be entered into the registry.

## 2.10 EMERGENCY MEDICAL SERVICE

In some offices of the Institute for Emergency Medicine, and the locations of health facilities (generally, in area of 30,000 inhabitants) and health centres (total of 49) there has been a doctor provided on duty or standby during 24 hours.

It is estimated that about four fifths of the population is covered by activities of professional EMS units, while the remaining fifth is covered by doctors on duty or through permanent readiness medical teams. In 2009 Croatian government started a national reform process of the emergency medical system with a goal of equalising the availability and boosting the quality of EMS throughout Croatia. Today every Croatian county has its own unique emergency medical institute with a central medical call centre unit that tracks, co-ordinates and organizes the work of all the teams in the county area.

In 2014, a total of 641 physicians have steadily worked in emergency medical services in the Republic of Croatia (decline of 4.7% compared to 2013). Also, there's an average of 7.094 inhabitants per one team of EMS (decline of 3,2% compared to 2013). Number of intervention on the field has augmented for 16,3% in comparison to 2013 (183), as well as the number of intervention at home which have augmented for 2,7% (312).

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<sup>9</sup> Croatia Medical Device Market Medical Intelligence Report, Quarter IV 2007, Espicom Business Intelligence

<sup>10</sup> [http://www.halmed.hr/en/O-HALMED-u/Usluge-i-cjenik/Cjenik-usluga-Agencije/#Annual\\_fees](http://www.halmed.hr/en/O-HALMED-u/Usluge-i-cjenik/Cjenik-usluga-Agencije/#Annual_fees)

## **2.11 WOMEN'S HEALTH CARE**

The main objectives of the woman health policy are not only to extend life expectancy, but also to improve the quality of life. In addition to the further improvement and development of health services this objective involves the promotion of healthier lifestyles, reduce or eliminate health risks that can prevent and improve the quality of life of chronically ill and disabled people.

During the 2014th they were 1,672,864 women registered in the care of gynaecologists in primary health care sector, which is almost the same as in the 2013. According to the total number of women who have chosen their gynaecologists in primary health care, 620,270 of them, or 37%, used their services.

According to the latest research of The Croatian Bureau of Statistics (2014), there were 2,192,588 women registered (51.7% of the total population). The number of women aged over 15, who are potential users of gynaecologists in primary health care sector (1,889,226), as well as women of childbearing age (945,333 or 43.1%) is in decline.

## **2.12 DENTAL CARE**

The oral health care in Croatia ensures almost all basic dental procedures (restorative, endodontic, basic periodontal, oral surgery, oral diseases, orthodontics up to 18 years, and some prosthodontics) and emergency dental care. According to the figures from the Statistical Yearbook of the Republic of Croatia in 2015 there was in 2014, 1 858 Dental therapists, 1 853 Doctors of dental medicine, 3 Dentists with non-university college degree, 90 Dental technicians and 1 723 Dental auxiliaries. Those dental specialists received 4 646 000 visits in 2014. In which we can find that 2 230 431 were for fillings, 445 418 were there for an extraction, 1 118 391 for treatment of soft tissue and 288 460 were for prostheses.

## **2.13 INFANT AND YOUNG CHILD CARE SERVICE**

Primary health care for children in Croatia are mostly provided by primary paediatricians (PP) in the urban and by family doctors in rural areas.

The children's health care has under its disposal 273 medical doctors in 2014. The protection of child is implemented for 409,053 insured persons, of which 275,749 (67.4 %) are pre-school children, while others present mostly the school-age children population. For 93,7 % of pre-school children, the health protection is carried out through this sector, while other general/family medicine car.

## 2.14 OCCUPATIONAL HEALTH SERVICE

According to reports from the Occupational Health Service in 2014. The year report was submitted by 152 teams working full time and 3 part-time team. The activity was done through 145 occupational medicine specialists, 3 other specialists, and 7 doctors of general medicine.

At the beginning of 2011, change has occurred in health care system especially in the field of occupational health services. The treatment of injuries and occupational diseases returns to general / family medicine and to specialist.

Occupational become where doctors from the Croatian Institute for Croatian Institute for Health Insurance (CIHI), become licensed responsible for the implantation of preventive activities in the workforce.

## 2.15 HOME CARE SERVICE

In Home Care Service in 2014 there were 123 nurses with college education, 169 bachelors of physical therapy, 831 nurses with high school education and 168 physical therapists with high school education. Regarding this, in home care service there were 1,291 health professionals employed. According to the data on the number of the insured persons in primary health care, one health professional had on average 3,518 insured persons in care, wherein the average registered number of procedures per health professional was 1,706 per year. The total number of recorded procedures for the home care service in 2014 was 2.202.523 and 25.2% was in the age group 75-84 years.

## 2.16 VISITING HEALTH SERVICE

Tablica - Table 2. **Usporedni prikaz broja posjeta u PATRONAŽNOJ ZDRAVSTVENOJ DJELATNOSTI od 1990. do 2014. godine u Hrvatskoj - The number of visits in Croatia 1990-2014, from the Health Visitors Service**

GODINA	UKUPNO	POSJETI ŽENAMA	POSJETI DJECI	POSJETI DOMAĆINSTVIMA	POSJETI ŠKOLAMA
Year	Total	Visits to women	Visits to children	Visits to households	Visits to schools
1990.	1.035.737	134.100	292.929	608.346	362
1991.	837.829	108.278	218.782	510.448	321
1992.	707.679	101.971	180.651	424.973	84
1993.	698.675	100.411	177.051	413.074	8.139
1994.	720.905	91.334	151.439	475.946	2.186
1995.	976.010	133.331	226.806	613.755	2.118
1996.	1.085.963	162.341	264.012	656.860	2.750
1997.	1.221.618	179.702	293.467	745.882	2.567
1998.	1.259.912	194.054	309.457	753.438	2.963
1999.	1.177.853	192.236	301.346	662.427	2.029
2000.	1.217.396	203.432	306.614	696.685	1.100
2001.	1.286.021	206.182	311.100	758.006	1.652
2002.	1.284.247	197.579	294.514	781.764	920
2003.	1.420.394	205.818	312.107	889.760	919
2004.	1.356.668	199.437	294.059	851.771	1.155
2005.	1.315.052	196.008	274.077	832.865	1.134
2006.	1.296.498	199.371	267.707	818.286	1.687
2007.	1.398.229	213.506	296.166	879.018	756
2008.	1.287.722	172.711	287.377	782.937	669
2009.	1.318.260	172.790	288.272	813.738	1.210
2010.	1.414.578	178.136	303.020	880.419	880
2011.	1.465.526	180.799	309.446	924.012	1.419
2012.	1.525.126	200.741	334.928	937.093	1.605
2013.	1.346.088	177.433	296.627	821.097	864
2014.	1.356.837	182.121	293.808	830.296	597

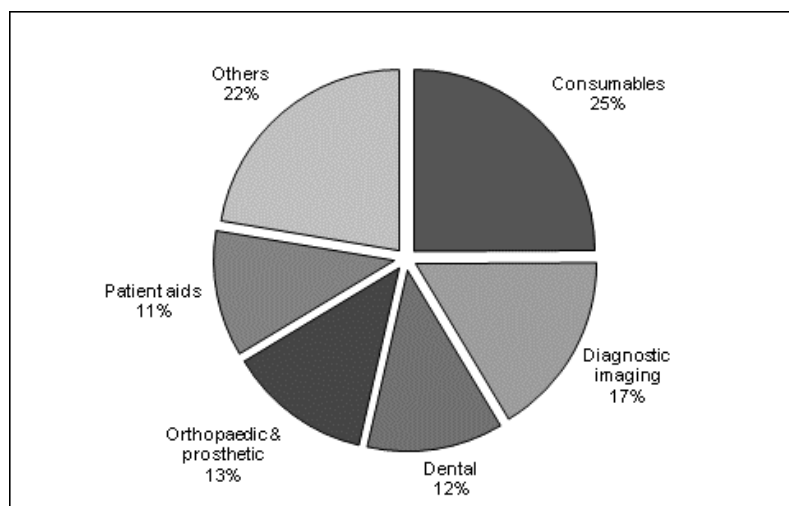
Source:  
Croatian  
health  
Yearbook  
2014

## 2.17 IMPORT

As said earlier, the medical equipment in Croatia is mainly based on imports. In fact, 92% of the medical devices come from abroad and valued at \$210 million in 2014. We can observe an increase of 6% compared to 2013 and an important growth in import for the last years regarding the amount of \$109.2 million in 2002.<sup>11</sup>

Above you can see the latest figures of medical device imports and exports by product in 2012.

**Medical Device Imports by Product Area, 2012**  
**(% Distribution)**



Source: BMI Espicom

### 2.17.1 CONSUMABLES

Imports of medical consumables amounted to US\$51.1 million in 2012, a decrease of 9.6% compared with 2011. This amounted to 24.9% of total imports in 2012. Imports of syringes, needles & catheters amounted to US\$21.9 million in 2012, while bandages & dressings amounted to US\$12.0 million.

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<sup>11</sup> US Commercial service, *Healthcare Resource Guide: Croatia*, Nina Radicevic, November 2015

### *2.17.2 DIAGNOSTIC IMAGING*

Imports of diagnostic imaging equipment amounted to US\$33.9 million in 2012, or 16.5% of the total. This was a fall of 24.3% compared with 2011, with electrodiagnostic apparatus falling the most, by 29.2%. The figure does fluctuate widely from year to year; the Compounded Annual Growth Rate (CAGR) for the 2007-12 period was -9.3%.

Imports of electrodiagnostic apparatus amounted to US\$14.3 million in 2012, while X-ray and related apparatus fell to US\$6.5 million.

### *2.17.3 DENTAL PRODUCTS*

The import growth in the dental products sector has been uneven in recent years; the CAGR in 2007-12 was 0.8%. In 2012, the sector decreased by -0.3%, US\$25.0 million. Dental capital equipment fell by 7.1% to US\$3.5 million, while instruments & supplies increased by just 0.9% to US\$21.5 million.

### *2.17.4 ORTHOPAEDIC & PROSTHETIC DEVICES*

Imports of orthopaedic & prosthetic products amounted to US\$26.3 million in 2012, equal to 12.8% of the total. This sector had the highest 2007-12 CAGR, at 7.0%. Fixation devices fell by 14.7% to US\$7.6 million and artificial body parts fell by 10.6% to US\$11.4 million.

### *2.17.5 PATIENT AIDS*

Imports of patient aids amounted to US\$23.1 million in 2012, a decrease of 17.9% compared with 2011.

Portable aids fell by 9.5% to US\$15.6 million, although within this, imports of other portable aids increased by 8.4% to US\$8.9 million. Imports of therapeutic appliances fell by 31.4% to US\$7.4 million.

### *2.17.6 OTHER MEDICAL PRODUCTS*

Imports of other medical products amounted to US\$45.9 million, or 22.4% of the total. The most important products in this category were other instruments & appliances (US\$33.9 million) and medical/surgical furniture (US\$4.0 million). In the previous year, kidney dialysis apparatus (US\$5.6 million), and endoscopy apparatus (US\$3.2 million) were also important categories, although no data was reported for these products in 2012.

The largest supplier to Croatia in 2012 was Germany, accounting for US\$41.0 million or 20.0% of the total.

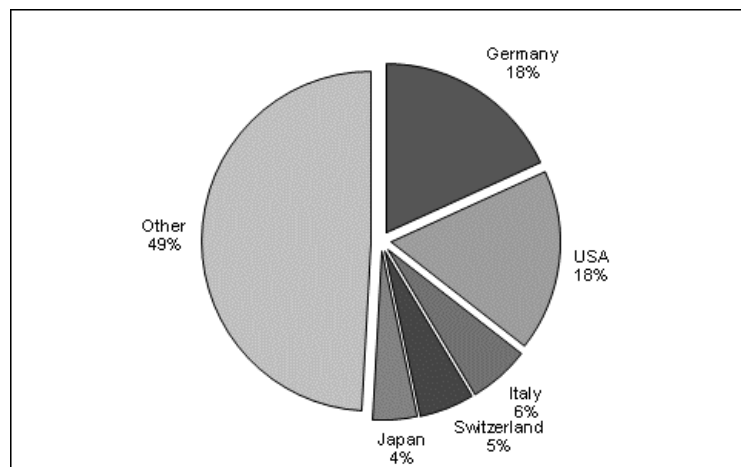
The EU as a whole supplied US\$110.7 million, equal to 54.0%. Other major EU suppliers included Italy and the UK.

The USA was the second largest supplier in 2012, accounting for US\$39.2 million or 19.1% of the total.

The USA was particularly strong in the supply of orthopaedic products, accounting for 24.8% of these.

The other major non-EU supplier in 2012 was Switzerland, which accounted for US\$11.8 million or 5.7% of the total. Patient aids accounted for a quarter of this.

### Leading Medical Device Suppliers, 2012 (% Distribution)



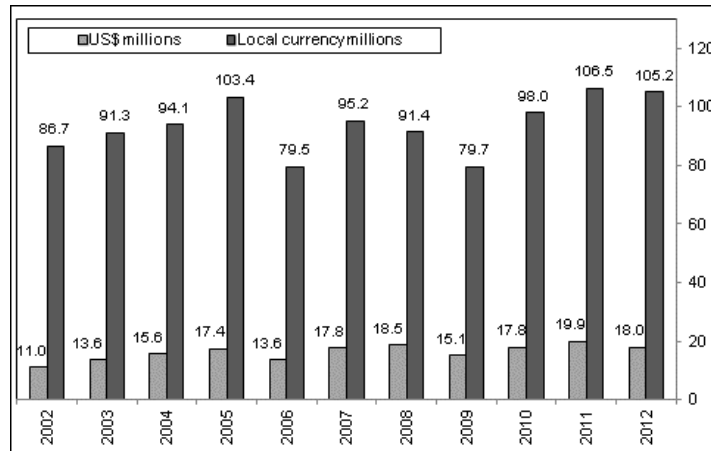
Source: Espicom

## 2.18 EXPORT

Croatia is not a major medical equipment exporter; the total was US\$18.0 million in 2012, around half of which was sent to other former Yugoslav countries. Growth in exports was strong until 2005, but the level has since stabilised between US\$13 million and US\$20 million.

## Medical Device Exports

2002-2012



Source: Espicom

### 2.18.1 CONSUMABLES

Exports of medical consumables amounted to US\$2.2 million in 2012, equal to 12.3% of the total. This represented a decrease of 6.0% compared with 2011. Adhesive dressings and blood-grouping reagents accounted for all of the growth in 2012. Non-adhesive medical dressings accounted for the bulk of consumable exports; these were worth US\$919,000 in 2012, equal to 5.1% of total exports.

Blood grouping reagents represented 3.8% of exports in 2012, worth US\$675,000. Exports of syringes, needles & catheters amounted to US\$460,000 million, equal to 2.6% of total exports and a decrease of 20.1% compared with 2011.

### 2.18.2 DIAGNOSTIC IMAGING APPARATUS

Exports of diagnostic imaging equipment were valued at US\$2.5 million in 2012, a fall of 51.0% compared with 2011 and equal to 13.8% of the total. Of this, US\$1.2 million was composed of electrodiagnostic apparatus.

### 2.18.3 DENTAL PRODUCTS

Exports of dental products amounted to US\$1.9 million in 2012, or 10.8% of the total. The sector has performed poorly over the last few years and fell by 16.0% in 2012. Instruments and supplies accounted for the majority of exports, at US\$1.7 million in 2012.

#### 2.18.4 ORTHOPAEDIC & PROSTHETIC PRODUCTS

Exports of orthopaedic & implantable products amounted to US\$5.7 million in 2012, equal to 31.5% of the total. This was one of the better performing sectors in 2012, growing by 5.9%. Fixation devices had the highest growth, increasing by 36.9% to US\$2.1 million.

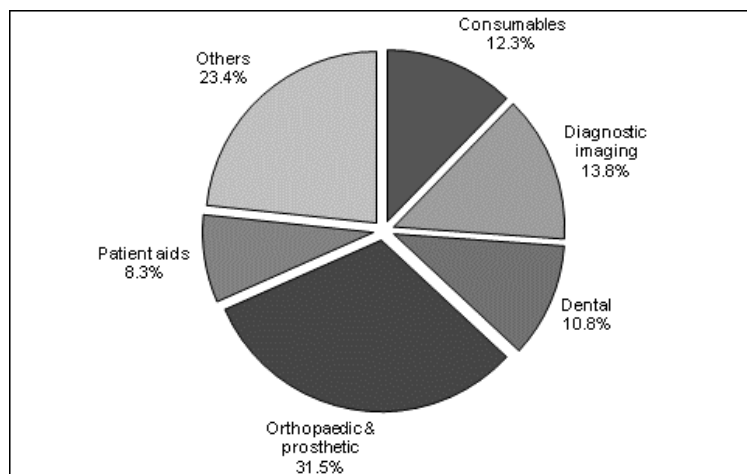
#### 2.18.5 PATIENT AIDS

Exports of patient aids amounted to US\$1.5 million in 2012, equal to 8.3% of the total. This was the best performing sector in 2012, increasing by 24.4% over 2011. Exports of other portable aids reached US \$860,000 and mechano-therapy apparatus US\$487,000.

#### 2.18.6 OTHER MEDICAL PRODUCTS

The other major export categories for Croatia were medical/surgical furniture (US\$1.6 million) and wheelchairs (US\$239,000).

**Medical Device Exports by Product Area, 2012**  
**% Distribution**



Source: BMI Espicom

Other former Yugoslav countries remain the major destinations for Croatian exports. Bosnia-Herzegovina was the leading destination in 2012, accounting for US\$5.4 million or 29.8% of the total. Slovenia accounted for US\$1.6 million (8.9%) and Serbia for US\$982,000 (5.5%).

Germany was the other major destination in 2012, accounting for US\$2.9 million or 16.0% of the total.

Germany was the destination for 37.3% of diagnostic imaging equipment and 23.9% of dental products.



## 2.19 THE PHARMACEUTICAL MARKET

The presence of generic products is very important in Croatia. In fact, it is one of the country from the Central and Eastern Europe Region (CEE) with the most generic. However, we are able to observe an important increase on innovative medicines since 2012.

Despite the cuts made by HZZO by removing some drugs from the reimbursement list, repayment had generated most of the \$1.2 billion pharmaceutical sales in 2014. The total drugs expenditures had only known a small increase compared to \$1.19 billion in 2013.

The expenditures per capita for the pharmaceutical market in Croatia in 2014 is similar in CEE and was ranked sixth. Furthermore, the ranking of drugs by expenditures is : on the top, cardiovascular representing 25% of all spending, the second is nervous system group, followed by immune system/cancer treatment drugs and gastro-intestinal drugs.<sup>12</sup>

### 2.19.1 THE DIFFERENT HEALTH INSTITUTIONS INCLUDING PHARMACIES:

#### 29-1. ZDRAVSTVENE USTANOVE HEALTH INSTITUTIONS

	2010.	2011.	2012.	2013.	2014.	
Zavodi za javno zdravstvo	22	22	22	22	22	<i>Institutes of public health</i>
Opće bolnice	22	22	22	22	20	<i>General hospitals</i>
Klinike	10	12	13	13	13	<i>Clinics</i>
Specijalne bolnice	39	40	41	41*	40	<i>Special hospitals</i>
Domovi zdravlja	49	49	49	49	49	<i>Health centres</i>
Ljekarne	181	184	187	187	181	<i>Pharmacies</i>
Poliklinike	352	363	362	360	350	<i>Polyclinics</i>
Ustanove za njegu	157	167	187	199	198	<i>Care organisations</i>
Ustanove za medicinu rada <sup>1)</sup>	12	9	9	9	9	<i>Institutions of occupational medicine<sup>1)</sup></i>
Zavodi za hitnu medicinu	...	13	20	21	21	<i>Institutes of emergency medicine</i>
Ostale zdravstvene ustanove	8	5	5	5	5	<i>Other health institutions</i>
Trgovačka društva za obavljanje zdravstvene djelatnosti <sup>2)</sup>	264	300	346	383	411	<i>Health companies<sup>2)</sup></i>

<sup>12</sup>Source: Country commercial guide for U.S. companies, doing business in Croatia, 2015, <http://photos.state.gov/libraries/croatia/231771/PDFs/Croatia%202015%20Country%20Commercial%20Guide.pdf>

### 2.19.2 HEALTH WORKERS IN THE DIFFERENT PHARMACIES:

**Tablica – Table 1. ZDRAVSTVENI DJELATNICI I BROJ IZVANBOLNIČKIH I BOLNIČKIH LJEKARNI U HRVATSKOJ U 2013. GODINI - Health workers at hospital and nonhospital pharmacies, Croatia 2013**

ZDRAVSTVENI DJELATNICI <i>Health workers</i>	VRSTA LJEKARNE - <i>Type of pharmacy</i>	
	IZVANBOLNIČKA <i>Nonhospital</i>	BOLNIČKA <i>Hospital</i>
<b>FARMACEUTI SPECIJALISTI - <i>Pharmaceutical specialists</i></b>		
<b>UKUPNO - <i>Total</i></b>	<b>12</b>	<b>17</b>
. FARMACEUTSKA TEHNOLOGIJA - <i>Pharmaceutical technology</i>	6	6
. ISPITIVANJE I KONTROLA LIJEKOVA - <i>Drug testing and control</i>	1	7
. FARMACEUTSKA INFORMATIKA - <i>Pharmaceutical informatics</i>	4	0
. KLINIČKA FARMACIJA - <i>Clinical pharmacology</i>	0	4
. SANITARNA KEMIJA - <i>Sanitary chemistry</i>	1	0
<b>FARMACEUTI - <i>Pharmacists</i></b>	<b>2.354</b>	<b>87</b>
. MEDICINSKA BIOKEMIJA - <i>Medical biochemistry</i>	1	3
<b>FARMACEUTSKI TEHNIČARI - <i>Pharmaceutical technicians</i></b>	<b>1.640</b>	<b>161</b>
<b>MEDICINSKE SESTRE - TEHNIČARI - <i>Nurses-technicians</i></b>	<b>1</b>	<b>2</b>
<b>BROJ LJEKARNI - <i>No. of pharmacies</i></b>	<b>2.115</b>	<b>57</b>

Medicines are prescribed and issued pursuant true the Regulations on the prescription and dispensing of prescription drugs, the prescription of drugs are prescribed by doctors of medicine and dental medicine primary care, with the permission of the Health Institute, for the implementation of health care.

It's important to know that The Agency for Medicinal Products and Medical Devices is the one of the main Croatian institution responsible to contribute to the safety and quality of medicines and medical devices through effective risk management and market surveillance but also the risk-based regulatory framework. For instance, it has has published its first list of drugs that can be bought without prescription in the stores in June 2013. If some products want to be sold in ordinary stores, dealers must comply with the regulations prescribed by the Ministry of Health, which require strict regulations about transport, warehousing and storage of these products.

### 2.19.3 PHARMACEUTICAL WHOLESALERS:

List of biggest pharmaceutical wholesalers active in the country:

- Medika d.d (leading pharmaceutical wholesaler in Croatia in 2014 with an income of 291.050.100€)

<http://www.medika.hr/hr/>

- Phoenix Farmacija d.d, since the German company Phoenix acquired Farmacija in the mid 2000s. Second largest pharmaceutical wholesaler in Croatia with a turnover of 219.157.600€ in 2014 but has been decreasing from 2012.

<http://www.phoenix-farmacija.hr/>

- Medical Intertrade, one of the largest Croatian wholesalers (turnover of 202.136.600€ in 2014)

<http://www.medical-intertrade.hr/>

- Oktal pharma (49% share owned by the German company Andrae-Noris Zahn AG and a turnover of 154.102.800€ in 2014)

<http://www.oktal-pharma.hr/>

- L'Oreal ADRIA d.o.o arrived fifth position with an income of 67 852 300€ in 2014.  
<http://www.lorealparis.hr/><sup>13</sup>

The sector of the pharmaceutical wholesalers is very concentrated: the 4 largest wholesalers account together for around 90% of the market.

#### *2.19.4 PHARMACEUTICAL MANUFACTURERS:*

- PLIVA HRVATSKA d.o.o. is the main pharmaceutical goods manufacturer in Croatia with a turnover in 2014 of € 495.794.700

<http://www.pliva.hr/>

- BELUPO d.d. is the challenger and arrived at the second place in term of income with € 83.023.500 in 2014

<http://www.belupo.hr/>

- JGL d.d. completed the podium with € 82.805.600 for income

<http://www.jgl.hr/hr/naslovna/>

#### *2.19.5 PHARMACEUTICAL RETAILERS :*

Since the beginning of the 1990s, when the first privatizations were allowed by law in Croatia, a lot of state pharmacies have been privatized, more particularly since 1996. The law determines the minimal distance authorized between each pharmacy, and the minimal number of insured persons that each pharmacy has to cover.

On the table below, we can see the different classification of pharmaceutical specialists, pharmacists, pharmaceutical technicians, nurses-technicians and the number of pharmacies owned by the state or not in 2013.

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<sup>13</sup> Source : <http://www.poslovna.hr/>

Tablica – Table 1. **ZDRAVSTVENI DJELATNICI I BROJ IZVANBOLNIČKIH I BOLNIČKIH LJEKARNI U HRVATSKOJ U 2013. GODINI** - Health workers at hospital and nonhospital pharmacies, Croatia 2013

ZDRAVSTVENI DJELATNICI <i>Health workers</i>	VRSTA LJEKARNE - <i>Type of pharmacy</i>	
	IZVANBOLNIČKA <i>Nonhospital</i>	BOLNIČKA <i>Hospital</i>
<b>FARMACEUTI SPECIJALISTI</b> - <i>Pharmaceutical specialists</i>		
<b>UKUPNO</b> - <i>Total</i>	<b>12</b>	<b>17</b>
. FARMACEUTSKA TEHNOLOGIJA - <i>Pharmaceutical technology</i>	6	6
. ISPITIVANJE I KONTROLA LJEKOVA - <i>Drug testing and control</i>	1	7
. FARMACEUTSKA INFORMATIKA - <i>Pharmaceutical informatics</i>	4	0
. KLINIČKA FARMACIJA - <i>Clinical pharmacology</i>	0	4
. SANITARNA KEMIJA - <i>Sanitary chemistry</i>	1	0
<b>FARMACEUTI</b> - <i>Pharmacists</i>	<b>2.354</b>	<b>87</b>
. MEDICINSKA BIOKEMIJA - <i>Medical biochemistry</i>	1	3
<b>FARMACEUTSKI TEHNIČARI</b> - <i>Pharmaceutical technicians</i>	<b>1.640</b>	<b>161</b>
<b>MEDICINSKE SESTRE - TEHNIČARI</b> - <i>Nurses-technicians</i>	<b>1</b>	<b>2</b>
<b>BROJ LJEKARNI</b> - <i>No. of pharmacies</i>	<b>2.115</b>	<b>57</b>

The pharmaceutical sector has been highly suffering from the health debts and payments delays of the HZZO, which accentuated the already low budget of the sector.

## 2.20 MEDICAL TECHNOLOGY, OPERATION THEATRES AND MEDICAL PROCEDURES

In 2014, HZJZ (Croatian Institute for Public Health) has collected and processed data on the following subjects: medical equipment, operating rooms and conducted medical procedures in Croatia in 2014.

The data were collected from the following institutions:

- Clinical centres, teaching hospitals and clinics (1 institution did not submit data)
- General hospitals (all institutions have to submit data)
- Special hospitals and health resorts (1 institution did not submit data)
- Health centers
- Institute for Emergency Medicine
- Part of the office specialist health care, clinics and companies for health activity (data delivered by 115 institutions from 450 contacted)

Tablica – Table 2. **Operacijske dvorane** – *Operation Theatres*

	U bolničkim ustanovama - <i>In hospitals</i>	U ostalim zdravstvenim ustanovama - <i>In other health care facilities</i>	Ukupno - <i>Total</i>
Operacijske dvorane - <i>Operation theatres</i>	412	30	442

**Tablica – Table 3a. Provedeni medicinski postupci ukupno – Medical Procedures Total**

Medicinski postupak - Medical Procedure	Stacionarno - Inpatient cases		U dnevnoj bolnici - Day cases		Ambulantno - Outpatient cases	
	Plaćanje HZZO -	Plaćanje ostalo	Plaćanje HZZO -	Plaćanje ostalo -	Plaćanje HZZO -	Plaćanje ostalo -
	Paid by HZZO	- Paid by others	Paid by HZZO	Paid by others	Paid by HZZO	Paid by others
Ekstirpacija, ekscizija i uklanjanje intrakranijalne lezije - <i>Extirpation, excision and destruction of intracranial lesion</i>	789	4				
Evakuacija subduralnog hematoma i intrakranijalnog krvarenja - <i>Evacuation of subdural haematoma and intracranial haemorrhage</i>	755	11				
Discektomija - <i>Discectomy</i>	2.688	43				
Tiroidektomija - <i>Thyroidectomy</i>	2.476	10	75			
Operacija katarakte - <i>Cataract surgery</i>	19.333	21	1.297	1.600	530	2
Implantacija umjetene pužnice - <i>Cochlear implantation</i>	85					
Tonzilektomija - <i>Tonsillectomy</i>	4.619	22	152		466	
Pulmektomija - <i>Pulmectomy</i>	664					
Dijagnostička bronhoskopija s ili bez biopsije - <i>Diagnostic bronchoscopy with or without biopsy</i>	14.213	81	127		14.436	142
Transluminalna koronarna angioplastika - <i>Transluminal coronary angioplasty</i>	10.898	124	20		162	37
Koronarna aortna prenosnica graftom - <i>Coronary artery bypass graft</i>	2.274	7				
Karotidna endarterektomija - <i>Carotid endarterectomy</i>	881	1				
Rekonstruktivna terapija infrarenalne aneurizme aorte - <i>Infrarenal aortic aneurysm repair</i>	243					
Femoro-poplitealna prenosnica - <i>Femoropopliteal bypass</i>	510	1				
Transplantacija matičnih stanica (stem cell) - <i>Stem cell transplantation</i>	208	4				
Kolonoskopija s ili bez biopsije - <i>Colonoscopy with or without biopsy</i>	12.176	8	1.189	36	28.225	1.198
Otvorena kolektomija - <i>Open colectomy</i>	2.553	9			1.077	
Laparoskopska kolektomija - <i>Laparoscopic colectomy</i>	81					
Otvorena apendektomija - <i>Open appendectomy</i>	3.284	29				
Laparoskopska apendektomija - <i>Laparoscopic appendectomy</i>	1.784	16				
Otvorena kolecistektomija - <i>Open cholecystectomy</i>	2.039	24				
Laparoskopska kolecistektomija - <i>Laparoscopic cholecystectomy</i>	7.046	19				
Otvorena reparacija ingvinalne kile - <i>Open repair of inguinal hernia</i>	7.620	29			6	
Laparoskopska reparacija invinalne kile - <i>Laparoscopic repair of inguinal hernia</i>	475	1				
Transplantacija bubrega - <i>Kidney transplantation</i>	275	2				
Otvorena prostatektomija - <i>Open prostatectomy</i>	1.114	12				
Transuretralna prostatektomija - <i>Transurethral prostatectomy</i>	1.466	8				
Otvorena histerektomija - <i>Open hysterectomy</i>	4.068	20	1		16	
Laparoskopska histerektomija - <i>Laparoscopic hysterectomy</i>	248					
Carski rez - <i>Caesarean section</i>	7.333	245				
Artroskopska ekscizija meniska koljena - <i>Arthroscopic excision of meniscus of knee</i>	4.369	108	232			
Endoproteza kuka - <i>Hip replacement</i>	5.601	28				
Zamjena endoproteze kuka - <i>Secondary hip replacement</i>	662					
Totalna endoproteza koljena - <i>Total knee replacement</i>	2.332	23				
Parcijalna mamektomija - <i>Partial excision of mammary gland</i>	2.519				367	
Totalna mastektomija - <i>Total mastectomy</i>	1.669	1				
CT pregled - <i>CT exams</i>	150.599	681	4.866	262	179.963	2.411
MR pregled - <i>MRI exams</i>	23.393	100	1.268	11	95.120	3.591
PET pregled - <i>PET exams</i>	30				2.024	25

Tablica – Table 1. Medicinska oprema – Medical Technology

Vrsta opreme - Type of technology		U bolničkim ustanovama - In hospitals	U ostalim zdravstvenim ustanovama In other health care facilities	Ukupno - Total
<b>1.</b>	<b>CT uređaj - CT scanner</b>	<b>50</b>	<b>14</b>	<b>64</b>
1.1.	s jednim ili dva reda detektora	23	3	26
1.2.	sa 6 redova detektora	2	1	3
1.3.	s 8 redova detektora	1	0	1
1.4.	sa 16 redova detektora	17	6	23
1.5.	s 32 reda detektora	1	0	1
1.6.	sa 64 reda detektora	6	4	10
<b>2.</b>	<b>PET CT uređaj - PET CT scanner</b>	<b>1</b>	<b>4</b>	<b>5</b>
<b>3.</b>	<b>MR uređaj - MR unit</b>	<b>25</b>	<b>19</b>	<b>44</b>
3.1.	0,3 T	1	1	2
3.2.	0,5 T	3	0	3
3.3.	1,5 T	21	18	39
<b>4.</b>	<b>Mamograf - Mammograph</b>	<b>47</b>	<b>75</b>	<b>122</b>
4.1.	klasični	37	61	98
4.2.	digitalni	10	14	24
<b>5.</b>	<b>Gama kamera - Gamma camera</b>	<b>22</b>	<b>0</b>	<b>22</b>
<b>6.</b>	<b>SPECT uređaj - SPECT scanner</b>	<b>4</b>	<b>0</b>	<b>4</b>
<b>7.</b>	<b>SPECT/CT uređaj - SPECT/CT scanner</b>	<b>5</b>	<b>1</b>	<b>6</b>
<b>8.</b>	<b>Angiosala - DSA - Angiography unit</b>	<b>34</b>	<b>0</b>	<b>34</b>
8.1.	digitalizirana	20	0	20
8.2.	digitalna	14	0	14
<b>9.</b>	<b>Dijagnostički RTG uređaj - Radiography unit</b>	<b>297</b>	<b>214</b>	<b>511</b>
9.1.	uređaj za radiografiju	203	184	387
9.1.1.	konvencionalni/klasični sa snimanjem na film	114	89	203
9.1.2.	konvencionalni/klasični s digitalizatorom	45	38	83
9.1.3.	digitalni	44	57	101
9.2.	dijaskopski uređaj	94	30	124
9.2.1.	klasični	37	13	50
9.2.2.	kombinirani/višenamjenski	57	17	74
<b>10.</b>	<b>Litotripter - Lithotripter</b>	<b>26</b>	<b>1</b>	<b>27</b>
<b>11.</b>	<b>Denzitometar - Densitometer</b>	<b>35</b>	<b>24</b>	<b>59</b>
<b>12.</b>	<b>Ultrazvučni uređaj - Ultrasound unit</b>	<b>763</b>	<b>406</b>	<b>1169</b>
12.1.	kardiološki	122	61	183
12.2.	ginekološki	117	164	281
12.3.	ostali (NE uključuje uređaje za UZV fizikalnu terapiju)	524	181	705
<b>13.</b>	<b>Gamma knife</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>14.</b>	<b>Anestezioološki uređaj - Anaesthetic machine</b>	<b>489</b>	<b>55</b>	<b>544</b>
<b>15.</b>	<b>Defibrilator - Defibrillator</b>	<b>660</b>	<b>744</b>	<b>1404</b>
<b>16.</b>	<b>Respirator - Medical ventilator</b>	<b>708</b>	<b>191</b>	<b>899</b>
<b>17.</b>	<b>Uređaj za dijalizu - Dialysis machine</b>	<b>807</b>	<b>156</b>	<b>963</b>
<b>18.</b>	<b>Uređaj za ekstrakorporealnu cirkulaciju - Heart-lung machine</b>	<b>16</b>	<b>0</b>	<b>16</b>
<b>19.</b>	<b>ECMO uređaj - Extra corporal membrane oxigenation machine</b>	<b>31</b>	<b>1</b>	<b>32</b>
19.1.	s cirkulacijskom pumpom (duža cirkulacijska potpora, do 60 dana)	28	0	28
19.2.	s cirkulacijskom pumpom (kraća cirkulacijska potpora, do 7 dana)	3	1	4
<b>20.</b>	<b>EEG</b>	<b>117</b>	<b>34</b>	<b>151</b>
<b>21.</b>	<b>EMG</b>	<b>68</b>	<b>15</b>	<b>83</b>
<b>22.</b>	<b>Linearni akcelerator - Linear Accelerator</b>	<b>15</b>	<b>0</b>	<b>15</b>
22.1.	s klasičnim/konvencionalnim simulatorom	3	0	3
22.2.	s CT simulatorom	12	0	12
<b>23.</b>	<b>Uređaj za brahiterapiju - Brachytherapy system</b>	<b>5</b>	<b>0</b>	<b>5</b>
23.1.	s niskom brzinom doze - LDR	2	0	2
23.2.	s visokom brzinom doze - HDR	3	0	3
<b>24.</b>	<b>Uređaj za radioterapiju kobaltom 60 - Cobalt-60 radiotherapy units</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>25.</b>	<b>Uređaj za radioterapiju cezijem 137 - Caesium-137 radiotherapy units</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>26.</b>	<b>RTG uređaj za radioterapiju</b>	<b>6</b>	<b>0</b>	<b>6</b>
<b>27.</b>	<b>Ergometar - Ergometer</b>	<b>70</b>	<b>53</b>	<b>123</b>
<b>28.</b>	<b>Inkubator - Incubator</b>	<b>290</b>	<b>7</b>	<b>297</b>
<b>29.</b>	<b>Set za gastrokopiju - Gastroscopy set</b>	<b>166</b>	<b>33</b>	<b>199</b>
<b>30.</b>	<b>Set za kolonoskopiju - Colonoscopy set</b>	<b>132</b>	<b>34</b>	<b>166</b>
<b>31.</b>	<b>Set za rektoskopiju - Rectoscopy set</b>	<b>37</b>	<b>20</b>	<b>57</b>
<b>32.</b>	<b>Set za artroskopiju - Arthroscopy set</b>	<b>50</b>	<b>3</b>	<b>53</b>
<b>33.</b>	<b>Set za cistoskopiju - Cistoscopy set</b>	<b>99</b>	<b>12</b>	<b>111</b>
<b>34.</b>	<b>Set za kolposkopiju - Colposcopy set</b>	<b>37</b>	<b>29</b>	<b>66</b>
<b>35.</b>	<b>Set za bronhoskopiju - Bronchoscopy set</b>	<b>121</b>	<b>0</b>	<b>121</b>
<b>36.</b>	<b>Set za laparoskopiju - Laparoscopy set</b>	<b>116</b>	<b>3</b>	<b>119</b>



## 2.21 HEALTH REFORMS

In order to join the European Union, Croatia had to meet standards issued by Brussels. The response to this pressure has given birth to many reforms between 2006 and 2013, particularly in the financial stabilization of the health care system. The Ministry of Health has taken important measures between 2008 and 2011 in order to reach the objectives. Mostly in the diversification of public revenue, changes in co-payment policy and measures to resolve accumulated arrears.

**Table 6.1**  
Financial stabilization measures of the 2008–2011 reform

Measure	Specific actions
Diversification of public revenue	<ul style="list-style-type: none"> <li>• MHI contributions for the retired with pension under the average salary paid from general taxation: rate 1% of gross pension</li> <li>• retired with pension over the average salary pay MHI contributions: rate 3% of gross pension</li> <li>• MHI contributions for the unemployed paid from general taxation: rate 5% of fixed sum</li> <li>• MHI contributions for pupils, students, war veterans, soldiers, asylum-seekers, etc. paid in bulk from the State budget</li> <li>• hypothecated cigarette taxation: 32% of excise duty</li> <li>• tax on mandatory car insurance premiums: 7% (to cover the cost of health care provided due to traffic accidents)</li> <li>• MHI contributions for 100% disabled, organ donors, multiple blood donors, pupils, students and all individuals with income per household member under the national poverty census threshold: paid from general taxation</li> <li>• CHI contributions: price increase from HRK 50 to HRK 80 per month for the retired and HRK 80 to HRK 130 for the employed with high salaries</li> </ul>
Changes in co-payment policy	<ul style="list-style-type: none"> <li>• inpatient and outpatient hospital services: 20% of price (previously 15–50%)</li> <li>• dentistry: 20% of price (previously 15–50%)</li> <li>• primary care family medicine and gynaecology: deductible of HRK 15* per visit</li> <li>• prescriptions – deductible of HRK 15* per prescription</li> <li>• price cap for all co-payments (maximum): HRK 3000** per episode of illness</li> <li>• reduced number of people exempt from co-payments</li> </ul>
Measures to resolve accumulated arrears	<ul style="list-style-type: none"> <li>• stringent control of expenditure on all levels of the system</li> <li>• monitoring of debts and arrears</li> <li>• ban on increasing arrears for health care providers</li> </ul>

Source: Vončina et al. (2012).

Notes: \*HRK 10 (€1) from 1 October 2013; \*\*HRK 2000 (€264) from 1 October 2013; CHI = complementary health insurance; MHI = mandatory health insurance.

The financial stabilization was mostly focused on the improving of the position of public hospitals divided in 2 parts : the joint hospital procurement and the sanitation of public hospitals.

After the economic crisis, one of the measures to reach state savings was the implementation of a joint hospital procurement programme for public hospitals. The principle was based on the grouping of hospitals in a purchasing order to reduce the cost of the largest expenses such as drugs, medical devices and energy. Hospitals that had made orders with the best value for money have become a central purchasing for different hospitals and thus permitting decentralized logistics. Central procurement was launched for 15 groups of goods and services in October 2012.

Because of low funds of some hospitals, an Act on Sanation of Public Institutions was launched in 2012 to reduce the debts of the state and improve the efficiency of public institutions. The theory was based on a management transfer from hospitals to the Ministry of Health during financial reorganization and

for two years following the end of this procedure. This centralization of the administration has been financed from the State budget.

For the last 2 years, the reforms have been oriented to the improving and development of EMS (emergency medical service) but also the improving access to public health services; development and standardization of the infrastructure; investment in human resources and health IT; and improvement of telemedicine<sup>14</sup>

## 2.22 E-HEALTH

The computerization of health is a priority area of the e–Croatia program which expects to improve the quality of service to citizens with considerable financial savings and it's in constant evolution such as for example for e-prescription. Thanks to the computerization of the entire health care system, Croatia is a huge IT canvas with more than 17,000 users in the Central Health Care Information System in Croatia (CEZIH) including all different medicine offices (family medicine, paediatric, gynaecological, dentist, pharmacies, primary health care laboratories, school medicines, out-of-hospital specialist-consiliary health care). All members send the data into the central database and in return received advanced reports on operation of the health care system.

The ultimate purpose of computerization of health care is:

- To contribute directly to the improvement of the health care service quality, safety and consistency.
- To provide better communication between all participants in the health care through central management of patients' data, in primary, secondary and tertiary care (electronic medical record), centralised managing of processes in the health care system (e.g. e-appointment) and connecting all health care registers
- To achieve a complete availability of the health care to patients through quick and secure access to their own health record, as well as to information on health services and the quality of health care.
- To enhance efficient administration and better management in the health care system by building an advanced reporting system including all data in the health care system, which would make a reliable support to health care authorities and decision makers and allow more efficient spending of resources.

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<sup>14</sup> Source : Health Systems in Transition, Croatia, Health system review, 2014



- To align the health system with the political goals of digitalisation of the public sector and provision of electronic services to population, in coordination with other state administration bodies and in accordance with the strategy of the Republic of Croatia and eCroatia.<sup>15</sup>

## **2.23 CHRONIC DISEASES REGISTRIES**

### *2.23.1 CROATIAN REGISTRY OF TREATED PSYCHOACTIVE DRUG ABUSERS*

The Information on persons treated for addiction are collected in Croatian National Institute of Public Health. During 2014, 7,812 persons were registered in the Croatian Health Institutions for addiction on psychoactive drugs, compared to 2013 the total number of addicts decreased by 0,57% representing 45 persons. The most evident abuse of opiates is registered in the Zadar County, with a rate

from 486.3 for 100 000 inhabitants. The male population has the largest share (82.5%) in the treated patients. The younger population of reported users being treated for cannabis, is sent to the Court for the youth in order to avoid criminal proceedings, but is implemented by true measures which include imposed treatments. As in previous years, from the first experiment with drugs until a person decides reaches the serious treatment for more than 10 years, which mean more than six years of narcotic abuse. The opening of the centre for needle and syringe exchange and consulting and free testing for Hepatitis B and C and HIV contributed the responsible behaviour of addicts and better compliance.

### *2.23.2 CROATIAN NATIONAL CANCER REGISTRY*

The Cancer Registry was founded in 1959 in order to collect data for processing and analysing records of cancer. From 1994 the Croatian Cancer Registry is a full member of the International Association Registry on Cancer (IARC). Cancer is the second most influential cause of death in Croatia, representing the cause of death of every fourth inhabitant. In 2013, 13,788 people died of cancer including 7,888 men and 5,900 women. Overall mortality rates for cancer were 321.8 / 100,000, and 381.7 / 100,000 for males and 265.9 / 100,000 for women. Compared with other European countries, Croatia is a country with high incidence, but also with a high rate of mortality from cancer.

### *2.23.3 CROATIAN COMMITTED SUICIDES REGISTRY*

There have been an oscillating number of completed suicides during the years in Croatia.

Since the 1999, there is a downward trend of suicides, according to the received datas between 2000 and 2014, 1 156 cases of suicides were registered. With regard to gender in the same period, the proportion of suicides in males and females ranged from 2.2 to 3.7: 1 for men. The most common method of proceeding suicide is by hanging.

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<sup>15</sup> Source : Ministry of Health of the Republic of Croatia, National Health Care Strategy 2012-2020

#### *2.23.4 CROATIA'S DISABILITIES REGISTRY*

In order for the appropriate precautionary measures to be adopted the program for people with disabilities must be well organized and always improved, so that the health level of the population and the years of life, as the years without disease and disability be increased. The important data for the Registry are collected in the field of Health and Social Welfare, Education, in the Ministry of Family, in Croatian Pension Fund and the Ministry of Sea, Tourism, Transport and development. The total number of persons with disabilities is 507.645 in 2014, with a greater proportion of the male population (306.181).

The highest percentage of persons with disabilities is located in the city of Zagreb. (90.684)

#### *2.23.5 CROATIAN PSYCHOSES REGISTRY*

The group of mental and behavioural disorders is on the seventh place in the hospitalizations reasons in Croatia. According to the number of days spent in the hospital on care, mental disorders are on the first place with a share of 23.9% in the total number of disease treatments.

#### *2.23.6 NATIONAL DIABETES REGISTRY CRODIAB*

The National Diabetes Register has a great importance for the planning of preventive actions and reducing the costs in health care, and plays an important role in improving and ensuring quality care for the patients. The CroDiabNET application program or the CroDiab WEB online system is used as a tool to register a person with diabetes; it is obliged for every medical worker to report about patients with diabetes in his practice and under his therapy, which serves as the optimal column information needed for monitoring and improving quality diabetes care. In 2014 the data sharing program has connected with the central database of medical information system in the Republic of Croatia in accordance with these data registered 254,296 adults diagnosed with diabetes.

#### *2.23.7 ZAGREB CITY ACUTE MYOCARDIAL INFARCTION AND ACUTE CORONARY SYNDROME REGISTRY*

Cardiovascular diseases are the leading cause of death in Croatia and represent a major health, economic and social problem. With the development of the official Registry there can be an estimation on the number of patients with acute coronal syndrome, in order to determine survival rates and mortality due to treatment, to determine which tests and treatments work and which complications occur during hospitalization.

## 3. ANNEXES

### 3.1 ANNEX 1: SPECIFIC QUESTIONS BY A BELGIAN FIRM THAT COULD BE OF GENERAL INTEREST

#### 3.1.1 WHICH ARE THE USEFUL CONTACTS AND DIFFERENT INSTITUTIONS REGARDING THE HEALTH CARE SYSTEM IN CROATIA?

##### Ministry of Health in Croatia

**address:** Ksaver 200a  
10000 Zagreb, Croatia

**Telephone:** +385 1 46 07 555

**Fax:** +385 1 46 77 076

**Web:** <https://zdravlje.gov.hr>

**contact:** [pitajtenas@miz.hr](mailto:pitajtenas@miz.hr)

##### Croatian Health Insurance Fund

**address:** Margaretska 3  
10000 Zagreb, Croatia

**Telephone:** + 385 1 644 90 90

**Web:** <http://www.hzzo.hr/>

**contact:** [ncp-croatia@hzzo.hr](mailto:ncp-croatia@hzzo.hr)

##### Agency for Medicinal Products and Medical Devices

**address:** Ksaverska cesta 4  
10 000 Zagreb, Croatia

**Telephone:** +385 1 4884 100

**Fax:** +385 1 4884 110

**Web:** <http://www.almp.hr/en/>

**contact:** [halmed@halmed.hr](mailto:halmed@halmed.hr)

### **Croatian Institute of Public Health**

**address:** 7 Rockefeller Street  
HR-10000 Zagreb  
Croatia

**Telephone:** +385 1 4863-222

**Web:** <http://www.hzjz.hr/english>

**contact:** [hzjz@hzjz.hr](mailto:hzjz@hzjz.hr)

### **Croatian Institute of Telemedicine**

**address:** Ksaver 211  
10000 Zagreb  
Croatia

**Telephone:** +385 1 5496-086

**Fax:** +385 1 5496-099

**Web:** <http://ztm.hr/?q=en>

**contact:** [info@ztm.hr](mailto:info@ztm.hr)

### **Croatian Institute of Emergency Medicine**

**address:** Planinska 13, Zagreb, Croatia

**Telephone:** +385 1/ 4677 390

**Fax:** +385 01/ 4677 180

**Web:** <http://www.hzhm.hr/english/>

**contact:** [info@hzhm.hr](mailto:info@hzhm.hr)

### 3.1.2 HOW MANY CERTIFIED LABORATORIES FOR PRENATAL AND NEONATAL SCREENING ARE THERE IN CROATIA?

These are the public laboratories certified to conduct prenatal and neonatal screening in Croatia.

Name	Address	N*Tel	Fax	E-mail	Website
Klinički bolnički centar Zagreb	Kišpatićeva 12, 10000 Zagreb	+38512388888		<a href="mailto:kbc-zagreb@kbc-zagreb.hr">kbc-zagreb@kbc-zagreb.hr</a>	<a href="http://www.kbc-zagreb.hr/">http://www.kbc-zagreb.hr/</a>
Klinička bolnica "Sveti Duh"	Ulica Sveti Duh 64, 10000 Zagreb	+38513712111	+385 13712308	<a href="mailto:kb@ksd.hr">kb@ksd.hr</a>	<a href="http://www.ksd.hr/">http://www.ksd.hr/</a>
Klinička bolnica "Merkur"	Zajčeva 19, 10000 Zagreb	+38512431390	+38512431402	<a href="mailto:ravnateljstvo@kb-merkur.hr">ravnateljstvo@kb-merkur.hr</a>	<a href="http://www.kb-merkur.hr">http://www.kb-merkur.hr</a>
Klinička bolnica "Srebrnjak"	Srebrnjak 100, 10000 Zagreb	+38516391100	+38516391188	<a href="mailto:bolnica@bolnica-srebrnjak.hr">bolnica@bolnica-srebrnjak.hr</a>	<a href="http://www.bolnica-srebrnjak.hr/">http://www.bolnica-srebrnjak.hr/</a>
Klinički bolnički centar Split	Spinčićeva 1, 21000 Split	+38521556517	+38521556020	<a href="mailto:office@kbsplit.hr">office@kbsplit.hr</a>	<a href="http://www.kbsplit.hr/">http://www.kbsplit.hr/</a>
Klinički bolnički centar Rijeka	Krešimirova 42, 51000 Rijeka	+38551337536	+38551658898	<a href="mailto:info@kbc-rijeka.hr">info@kbc-rijeka.hr</a>	<a href="http://www.kbc-rijeka.hr/">http://www.kbc-rijeka.hr/</a>
Klinički bolnički centar Osijek	Josipa Huttlera 4, 31000 Osijek	+38531511511	+38531512221	<a href="mailto:ravnateljstvo@kbco.hr">ravnateljstvo@kbco.hr</a>	<a href="http://www.kbo.hr">http://www.kbo.hr</a>
Klinika "Vuk Vrhovac"	Dugi Dol 4a, 10000 Zagreb	+38512353800	+38512331515	<a href="mailto:SKVV@idb.hr">SKVV@idb.hr</a>	<a href="http://www.idb.hr">http://www.idb.hr</a>

Source: Mario TROŠELJ

E-mail: [Mario.troselj@hzjz.hr](mailto:Mario.troselj@hzjz.hr)

Tel : + 385 1 4863 273

Fax: + 385 1 4863011

Croatian National Institute of Public Health

[www.hzjz.hr](http://www.hzjz.hr)

**Private laboratories** certified to conduct prenatal and neonatal screening in Croatia:

Name	Address	N*tel	Fax	E-mail	Website
Poliklinika Harni	Bukovačka 1/III, 10000 Zagreb	+38512923648	+38512921603	<a href="mailto:info@poliklinika-harni.hr">info@poliklinika-harni.hr</a>	<a href="http://www.poliklinika-harni.hr/">http://www.poliklinika-harni.hr/</a>
Poliklinika Breyer	Ilica 191, 10000 Zagreb	+38513775092	+38513730932	<a href="mailto:lab@breyer.hr">lab@breyer.hr</a>	<a href="http://www.lab-breyer.com">http://www.lab-breyer.com</a>
Rodilište i poliklinika Podobnik	Sveti Duh 112, 10000 Zagreb	+38516398000	+38516398010	<a href="mailto:podobnik@podobnik.hr">podobnik@podobnik.hr</a>	<a href="http://www.podobnik.hr/">http://www.podobnik.hr/</a>

### 3.1.3 WHERE ARE PATHOLOGIES ACTUALLY SCREENED?

Pathology screenings:

#### Clinic for pathology and pathological anatomy

**address:** Braće Branchetta 20, 51000 Rijeka, Croatia  
**Telephone:** +385 51 325 803  
**Fax:** +385 51 325 810  
**Web:** <http://www.medri.uniri.hr/hr/fakultet/katedre/patologija.html>  
**contact:** Prof. dr. sc. Nives Jonjić, professor  
[nives.jonjic@medri.uniri.hr](mailto:nives.jonjic@medri.uniri.hr)

#### Clinic for pathology and cytology

**address:** Clinical Hospital Center, Zagreb, Kišpatićeva 12, 10 000 Zagreb, Croatia  
**Telephone:** +385 1 2388 365  
**Fax:** +385 1 2376 029  
**Web:** <http://www.kbc-zagreb.hr/>  
**contact:** prof. dr. sc. Damir Babic  
[predstojnik.zpa@kbc-zagreb.hr](mailto:predstojnik.zpa@kbc-zagreb.hr)

## Clinic Hospital Merkur

**address:** Zajčeva 19, Zagreb 10000, Croatia  
**Telephone:** +385 1 2431 410  
**Fax:**  
**Web:** <http://www.kb-merkur.hr/>  
**contact:** izv. prof. dr. sc. Slavko Gasparov, dr. med.  
slavko.gasparov@kb-merkur.hr

### *3.1.4 ARE THERE ALREADY TENDERS MADE FOR NEONATAL AND PRENATAL SCREENING IN CROATIA? IF YES, WHO IS THE CONTRACTING AUTHORITY? DO YOU HAVE OTHER GENERAL INFORMATION REGARDING THIS (TYPE OF KIT, QUANTITY, SCHEDULE, ETC.)?*

For general information regarding neonatal and prenatal screening please refer to the following link:  
<http://www.hzjz.hr>

Or contact the **Croatian Ministry of Health:**

Mrs. Zdravka Šindik

E-mail: [zdravka.sindik@miz.hr](mailto:zdravka.sindik@miz.hr)

Tel: +38514607669, +38514607591, +38514607571

The tenders are published on the following Webpage of HZZO (Croatian Institute for Health Insurance):  
<http://www.hzzo.hr/natjecaji>

*HZZO, Margaretska 3, 10 000 Zagreb*

### *3.1.5 WHICH PATHOLOGIES ARE SCREENED IN THE FRAME OF NATIONAL SCREENING CAMPAIGNS OR WILL SHORTLY BE PART OF THOSE CAMPAIGNS? DO YOU HAVE INFORMATION REGARDING THOSE SCREENING CAMPAIGNS?*

In the Republic of Croatia national screenings are available for the following:

#### **Early detection of cancer of the large intestine**

Address: Ksaver 200a, 10000 Zagreb

Contact: prof. dr. sc. Nataša Antoljak, dr. med.

Telephone: +385 4863 352

Fax: +385 1 4863 271

Web: <http://www.preventivniprogrami.hr>

### **Early detection of breast cancer**

Address: Ksaver 200a, 10000 Zagreb

Contact: prof. dr. sc. Nataša Antoljak, dr. med.

Telephone: +385 4863 352

Fax: +385 1 4863 271

Web: <http://www.preventivniprogrami.hr>

### **Anonyms and free testing for HIV/AIDS**

Hrvatski zavod za javno zdravstvo

Rockefellerova 7

Služba za epidemiologiju zaraznih bolesti - Savjetovalište za HIV/AIDS na adresi Rockefellerova 12

Telephone: +385 1 48 63 345

E-mail: [hiv.savjet@hzjz.hr](mailto:hiv.savjet@hzjz.hr)

Web: <http://www.hzjz.hr/sluzbe/sluzba-za-promicanje-zdravlja/odjel-za-promicanje-odgovornog-spolnog-ponasanja-sa-savjetovalistem/savjetovaliste-za-hiv-spolno-zdravlje>

### **Early detection of cervical cancer in women**

Address: Ksaver 200a, 10000 Zagreb

Contact: prof. dr. sc. Nataša Antoljak, dr. med.

Telephone: +385 1 4863 352

Fax: +385 1 4863 271

Web : <http://www.preventivniprogrami.hr>

*3.1.6 DO YOU KNOW THE CONTRACTING AUTHORITIES IN THE FRAME OF PRENATAL AND NEONATAL PATHOLOGIES? DO YOU PERHAPS HAVE SOME CONTACTS? DO YOU KNOW HOW THE TENDERS ARE PUBLISHED? IS IT A SINGLE AUTHORITY WHO IS OPENING THE TENDERS OR CAN EACH CERTIFIED LABORATORY DO IT?*

Regarding the neonatal and prenatal sector in Croatia, the following contacts could be of use:

### **Laboratory Breyer**

**address:** Ilica 191, Zagreb

**Telephone:** +385 1 3775 092

**Fax:** +385 1 3730 932

**Web:** <http://www.lab-breyer.hr/>

**E-mail:** [lab@lab-breyer.hr](mailto:lab@lab-breyer.hr)



### **Hospital of 'Sestre Milosrdnice' Laboratory**

**address:** KBC Sestre milosrdnice  
Vinogradska cesta 29  
10000 Zagreb

**Telephone:** +385 1 37 87 111

**Web:** <http://www.kbcm.hr/>

**E-mail:** [kbcm@kbcm.hr](mailto:kbcm@kbcm.hr)

For further information about medical instruments and distributors in Croatia please contact the following companies:

#### **OKTAL PHARMA d.o.o.**

Utinjska 40, 10020 Zagreb Hrvatska  
Telephone: +385 1 6595 777  
Fax: +385 1 6595 701  
E-mail: [oktal-pharma@oktal-pharma.hr](mailto:oktal-pharma@oktal-pharma.hr)  
Web: <http://www.oktal-pharma.hr/>

#### **MEDICAL INTERTRADE**

Sveta Nedelja – Zagreb  
Dr. Franje Tuđmana 3  
10431 Sveta Nedelja  
Telephone: +385 1 3374 010  
Fax: +385 1 3374 002  
E-mail: [uprava@medical-intertrade.hr](mailto:uprava@medical-intertrade.hr)  
Web: <http://www.medical-intertrade.hr/>

#### **3.1.7 ARE THERE RULES IN CROATIA IMPOSING THE PUBLISHING OF TENDERS DEPENDING ON THE AMOUNT CONCERNED? IF SO, IS THERE A WEBSITE SUMMARIZING ALL PUBLISHED TENDERS?**

According to the Public Procurement Act there is no rule imposing the publishing of a tender depending on its amount. However, as procurement notices are issued for every single purchase it might depend on the suppliers.

*3.1.8 IN SOME COUNTRIES (FOR EXAMPLE FRANCE) THE VALIDATION OF THE KIT IS MANDATORY. IS IT ALSO THE CASE IN CROATIA? IF SO, DO YOU KNOW WHO IS IN CHARGE OF THIS AND CAN YOU GIVE US ITS COORDINATES?*

The medical equipment law of Croatia requires the validation of all medical kits.

Here you can find information on the medical devices registered in the Medical Devices Register of the Agency for Medicinal Products and Medical Devices.

Medical device (under Article 2 of the Medical Devices Act, [Official Gazette No. 67/08](#)) (<http://narodne-novine.nn.hr/clanci/sluzbeni/339714.html>) is any instrument, apparatus, appliance, software, material or other product for human use which does not achieve its principal intended action by pharmacological, immunological or metabolic means, whether used alone or in combination with the software necessary for its proper application.

Medical device is to be used for the purpose of:

Diagnosis, prevention, monitoring, treatment and alleviation of disease;

Diagnosis, monitoring, treatment, control, alleviation or compensation for an injury or handicap;

Investigation, removal or replacement or modification of the anatomy or of a physiological process;

Control of conception.

Medical devices data are classified in two databases such as:

- registered before 1<sup>st</sup> July 2013, accessible for search via form "[Database search \(before 1 July 2013\)](#)"
- database comprising class I medical devices registered after 1<sup>st</sup> July 2013 and medical devices for which we received a notification after 1<sup>st</sup> July 2013 on placing on the Croatian market, accessible for search via form "[Database search according to subjects \(after 1<sup>st</sup> July 2013\)](#)" i "[Database search by medical device \(after 1<sup>st</sup> July 2013\)](#)".

There will be changes to the legislation above, but these changes will only refer to Croatian companies and citizens. Foreign companies will not be affected by the new regulations and will not have to comply with them.

**Agency for medical products and medical devices**

Ksaverska cesta 4

10000 Zagreb

Telephone: +385 1 4884 100

Fax: +385 1 4884 110

E-mail: [halmed@halmed.hr](mailto:halmed@halmed.hr)

Web: <http://www.almp.hr/>

All medical equipment has to undergo registration at the Croatian Agency for Medical Products and Medical Devices.

*3.1.9 IS IT POSSIBLE TO SEND DOCUMENTATION REGARDING OUR PRODUCTS TO THE ADJUDICATORS SO THEY CAN ALREADY REGISTER US IN THEIR DATA BASE?*

It is not possible for anybody to send documentation to adjudicators because this would cause a conflict of interest.

*3.1.10 WHO COULD YOU RECOMMEND TO CONTACT REGARDING THE TENDER SYSTEM IN CROATIA?*

The Croatian Institute for Health and Insurance can provide more information on the tender system.

**DIREKCIJA HZZO-a**

Margaretska 3

10000 Zagreb

Telephone: 0800 7999

Fax: +385 1 4812 606

<http://www.hzzo.hr/>

*3.1.11 IS THERE ANY POSSIBILITY OF BEING REGISTERED IN THE DATABASE OF THE CONTRACTING AUTHORITIES SO AS TO BE DIRECTLY CONTACTED WHEN A TENDER IS CALLED?*

No, but we advise you to contact distributors in Croatia and form a local partnership with distributors which will enable your company to know when a tender is called. The following companies could be interesting for you:

**OKTAL PHARMA d.o.o.**

Utinjska 40, 10020 Zagreb Hrvatska

Telephone: +385 1 6595 777

Fax: +385 1 6595 701

E-mail: [oktal-pharma@oktal-pharma.hr](mailto:oktal-pharma@oktal-pharma.hr)

Web: <http://www.oktal-pharma.hr/>

**MEDICAL INTERTRADE**

Sveta Nedelja – Zagreb

Dr. Franje Tuđmana 3

10431 Sveta Nedelja

Telephone: +385 1 3374 010

Fax: +385 1 3374 002

E-mail: [uprava@medical-intertrade.hr](mailto:uprava@medical-intertrade.hr)

Web: <http://www.medical-intertrade.hr/>

**PHOENIX FARMACIJA d.d.**

Ozaljska ulica 95

10000 Zagreb

Telephone: +385 1 3650 111

Fax: +385 1 3650 110

Web: <http://www.phoenix-farmacija.hr/>

E-mail: [info@phoenix-farmacija.hr](mailto:info@phoenix-farmacija.hr)

**MEDIKA d.d.**

Capraška 1, 10000 Zagreb, Croatia

Telephone: +385 1 2412 555

Fax: +385 1 2371 441

E-mail: [medika.uprava@medika.hr](mailto:medika.uprava@medika.hr)

Web: <http://www2.medika.hr/en/>

**ASTRA INTERNATIONAL ZASTUPANJE INOZEMNIH TRVTKI**

Trg Dražena Petrovića 3

10000 Zagreb, Croatia

Telephone: +385 1 484 36 24

Fax: +385 1 484 36 68

E-mail: [direktor@astazit.hinet.hr](mailto:direktor@astazit.hinet.hr)

**BAN-PROMET**

Lascunski Borovac 32

10000 Zagreb, Croatia

Telephone: +385 1 232 55 85

Fax: +385 1 234 75 22

Web: [www.ban-promet.hr](http://www.ban-promet.hr)

E-mail: [info@ban-promet.hr](mailto:info@ban-promet.hr)

**BISERNICA**

Kestereanekova 1

10000 Zagreb, Croatia

Telephone: +385 1 242 15 76

Fax: +385 1 242 15 81

Web: [www.bisernica.hr](http://www.bisernica.hr)

E-mail: [bisernica@bisernica.hr](mailto:bisernica@bisernica.hr)

**CROLAB**

Berislavićeva 6

10000 Zagreb

Telephone: +385 1 6111 570

Mobile: +385 91 4111 570

Web: <http://www.crolab.hr/>

E-mail: [tajnistvo@crolab.hr](mailto:tajnistvo@crolab.hr)

**HILUS MEDICAL**

Maksimirska 96/III

10000 Zagreb, Croatia

Telephone: +385 1 233 97 21

Fax: +385 1 233 97 23

Web: [www.hilus.hr](http://www.hilus.hr)

E-mail: [hilus@hilus.hr](mailto:hilus@hilus.hr)

**MEDIAL**

Ulica grada Vukovara 237B

10000 Zagreb, Croatia

Telephone: +385 (0)1 611 63 93

Fax: +385 1 615 44 55

Web: [www.medial.hr](http://www.medial.hr)

E-mail: [medial@medial.hr](mailto:medial@medial.hr)

## 3.2 ANNEX 2: ADDRESS LIST

### 3.2.1 PUBLIC HEALTH CARE FACILITIES

#### **Klinički bolnički centri**

##### **Klinički bolnički centar Zagreb**

Šalata ulica 2 10000 Zagreb

Website <http://www.kbc-zagreb.hr/>

E-mail: [kbc-zagreb@kbc-zagreb.hr](mailto:kbc-zagreb@kbc-zagreb.hr)

##### **Klinički bolnički centar Rijeka**

Krešimirova 42 51000 Rjeka

Website <http://www.kbc-rijeka.hr/kontakt.php>

##### **Klinička bolnica Split**

21000 Split

Website <http://www.kbsplit.hr/>

E-mail: [office@kbsplit.hr](mailto:office@kbsplit.hr)

##### **Klinička bolnica Osijek**

31000 Osijek-Donji Grad, Croatia

Website <http://www.kbo.hr/>

E-mail: [ravnateljstvo@kbco.hr](mailto:ravnateljstvo@kbco.hr)

##### **Klinička bolnica "Sestre milosrdnice"**

Vinogradska cesta 29, 10000 Zagreb

Website <http://www.kbcsm.hr/>

Email: [kbcsm@kbcsm.hr](mailto:kbcsm@kbcsm.hr)

##### **Klinička bolnica Merkur**

Zajčeva 19, 10000 Zagreb

Website <http://www.kb-merkur.hr/>

##### **Klinička bolnica Dubrava**

Avenija Gojka Šuška 6 10000 Zagreb

Website <http://www.kbd.hr/>

#### **Klinike**

##### **Klinika za ortopediju Lovran**

Šetalište maršala Tita 1 51415 Lovran

Website <http://www.orto-lovran.hr/>

E-mail [narucivaje.lovran@gmail.com](mailto:narucivaje.lovran@gmail.com)

##### **Klinika za tumore**

Ilica 197, 10000, Zagreb

Website <http://www.kbcsm.hr/hr/klinike/klinika-za-tumore/>

E-mail [kbcsm@kbcsm.hr](mailto:kbcsm@kbcsm.hr)

**Klinika za dječje bolnice**

Klaićeva 16 10000 Zagreb

Website <http://www.kdb.hr/>

E-mail [kdb.narudzbe@kdb.hr](mailto:kdb.narudzbe@kdb.hr)

**Sveučilišna klinika za dijabetes, endokrinologiju i bolesti metabolizma Vuk Vrhovac**

Dugi dol 4A 10000 Zagreb

Website <http://www.idb.hr/>

E-mail [SKVV@idb.hr](mailto:SKVV@idb.hr)

**Klinika za plućne bolesti Jordanovac**

Jordanovac ulica 104 10000, Zagreb

Website <http://www.kbc-zagreb.hr>

E-mail [kbc-zagreb@kbc-zagreb.hr](mailto:kbc-zagreb@kbc-zagreb.hr)

**Opće bolnice****Opća bolnica "Sveti Duh"**

Sveti Duh 64 10000 Zagreb

01/3712-111

Website <http://www.kbsd.hr/>

E-mail [kb@kbsd.hr](mailto:kb@kbsd.hr)

**Opća bolnica "Dr. Ivo Pedišić"**

J.J. Strossmayera 65, 44000 Sisak

044/553-100

Website <http://obs.hr/v4/>

E-mail [komentari@obs.hr](mailto:komentari@obs.hr)

**Opća bolnica "Dr. Josip Benčević"**

Andrije Štampara 42, 35000 Slavonski Brod

035/447-122

Website <http://www.bolnicasb.hr/>

E-mail [opca-bolnica-sb@sb.t-com.hr](mailto:opca-bolnica-sb@sb.t-com.hr)

**Opća bolnica "Dr. Tomislav Bardek"**

Ul. Željka Selinger bb, 48000 Koprivnica

048/251-000

Website <http://www.obkoprivnica.hr/>

E-mail [uprava@obkoprivnica.hr](mailto:uprava@obkoprivnica.hr)

**Opća bolnica Bjelovar**

Mihanovićeve 8, 43000 Bjelovar

043/279-222

Website: <http://www.obbj.hr/>

E-mail: [narucivanje@objj.hr](mailto:narucivanje@objj.hr)

**Opća bolnica Dubrovnik**

Roka Mišetića bb, 20000 Dubrovnik

020/431-777

Website <http://www.bolnica-du.hr/>

E-mail [uprava@bolnica-du.hr](mailto:uprava@bolnica-du.hr)

**Opća bolnica Gospić**

Kaniška 111, 53000 Gospić

053/572/433

Website <http://www.obgospic.hr/>

E-mail [ured.ravnatelja@obgospic.hr](mailto:ured.ravnatelja@obgospic.hr)

**Opća bolnica Karlovac**

Dr. Andrije Štampara 3, 47000 Karlovac

047/608-100

Website <http://www.bolnica-karlovac.hr/>

E-mail [info@bolnica-karlovac.hr](mailto:info@bolnica-karlovac.hr)

**Opća bolnica Nova Gradiška**

Štrosmajerova 17, 35400 Nova Gradiška

035/217-900

Website <http://www.bolnica.hr/op263e-bolnice.html#b8>

E-mail [opca-bolnica-nova-gradiska@sb.t-com.hr](mailto:opca-bolnica-nova-gradiska@sb.t-com.hr)

**Opća bolnica Ogulin**

Bolnička 38, 47300 Ogulin

047/819-700

Website <http://www.bolnica-ogulin.hr/>

E-mail [info@bolnica-ogulin.hr](mailto:info@bolnica-ogulin.hr)

**Opća bolnica Pula**

Zagrebačka 34, 52100 Pula

052/376-500

Website <http://www.obpula.hr/>

E-mail [obpula@obpula.hr](mailto:obpula@obpula.hr)

**Opća bolnica Šibensko-kninske županije**

Stjepana radića 83, 22000 Šibenik

022/246-246

Website <http://www.bolnica-sibenik.hr/>

E-mail [ravnateljstvo@bolnica-sibenik.hr](mailto:ravnateljstvo@bolnica-sibenik.hr)

**Opća bolnica Varaždin**

I. Meštrovića bb, 42000 Varaždin

042/393-000

Website <http://www.obv.hr/>

E-mail [bolnica@obv.hr](mailto:bolnica@obv.hr)

**Opća bolnica Vinkovci**

Zvonarska 57, 32100 Vinkovci

032/349-349

Website <http://www.obvk.hr/>

E-mail [lista.cekanja@obvk.hr](mailto:lista.cekanja@obvk.hr)



**Opća bolnica Virovitica**

Gajeva 21, 33000 Virovitica

033/747-444

Website <http://www.bolnica-virovitica.hr/>

E-mail [ravnatelj@bolnica-virovitica.hr](mailto:ravnatelj@bolnica-virovitica.hr)

**Opća bolnica Vukovar**

Bolnička 5, 32000 Vukovar

032/452-111

Website <http://www.ob-vukovar.hr/>

E-mail [posta@ob-vukovar.hr](mailto:posta@ob-vukovar.hr)

**Opća bolnica Zabok**

Trg D. Domjanića 6, 49210 Zabok

049/221-232

Website <http://www.bolnica-zabok.hr/>

E-mail [narucivanje@bolnica-zabok.hr](mailto:narucivanje@bolnica-zabok.hr)

**Opća bolnica Zadar**

Bože Peričića 5, 23000 Zadar

023/315-677

Website <http://www.bolnica-zadar.hr/>

E-mail [opca.bolnica.zadar2@optinet.hr](mailto:opca.bolnica.zadar2@optinet.hr)

**Opća županijska bolnica Našice**

Ulica Bana Jelačića 6, 31500 Našice

031/613-620

Website <http://www.bolnica-nasice.hr/>

E-mail [bolnica@obnasice.hr](mailto:bolnica@obnasice.hr)

**Opća županijska bolnica Pakrac**

Bolnička 68, 34550 Pakrac

Tel: 034/254-562,

Fax: 034/412-802, 034/411-041

Website <http://www.pozeska-bolnica.hr/cms/index.php>

E-mail [narucivanje.pakrac@pozeska-bolnica.hr](mailto:narucivanje.pakrac@pozeska-bolnica.hr)

**Opća županijska bolnica Požega**

Osječka 107, 34000 Požega

Tel: 034/254-533,

Fax: 034/254-598,

Website <http://www.pozeska-bolnica.hr/cms/index.php>

E-mail [narucivanje@pozeska-bolnica.hr](mailto:narucivanje@pozeska-bolnica.hr)

**Županijska bolnica Čakovec**

I. G. Kovačića 1E, 40000 Čakovec

Tel.: 040/375-444, 040/375-360

Fax: 040 313 325

Website <http://www.bolnica-cakovec.hr/>

E-mail [bolnica@ck.htnet.hr](mailto:bolnica@ck.htnet.hr)

**Domovi Zdravlja Subotica**

Petefi Šandora 7, 24000 Subotica

Telefon: +381 24 600-735

Fax: +381 24 552 239

Website [www.domzdravlja.org.rs](http://www.domzdravlja.org.rs)

E-mail [domzdravljasu@gmail.com](mailto:domzdravljasu@gmail.com)

### 3.2.2 PRIVATE HEALTH CARE FACILITIES

**Poliklinika Bates**

Address: Svetice 15, 10000 Zagreb

Phone: +385 1 2338 000

Phone 2: +385 1 2339 833

Fax: +385 1 2345 543

Website <http://www.poliklinika-bates.hr/index.html>

E-mail: [info@poliklinika-bates.hr](mailto:info@poliklinika-bates.hr)

**Sunce Osiguranje d d**

Address: Miramarska 22a 10000 Zagreb

Tel: +385 (0)1 6292 800

Fax: +385 (0)1 6292 869

Website <http://www.sunce.hr/>

**UNIQA osiguranje d.d.**

Address Savska cesta 106, 10 000 Zagreb

Tel. +385 1 6324 200

Fax +385 1 6324 250

Website <http://www.uniqa.hr/home/>

E-mail: [info@uniqa.hr](mailto:info@uniqa.hr)

**Croatia zdravstveno osiguranje d.d.**

Miramarska 22, 10 000 Zagreb

Phone. 0800 55 10

Website <https://www.czo.hr/>

E-mail <http://www.czo.hr/podrska-korisnicima/kontakt/>

**GRAWE Hrvatska d.d.**

Ulica grada Vukovara 5 10000 Zagreb

Phone: 072-300-301, 01-3034-000

Fax: +385 1 3034-500

Website <http://www.grawe.hr/>

E-mail [info@grawe.hr](mailto:info@grawe.hr)

### 3.2.3 LIST OF COMPANIES SPECIALIZED IN MEDICAL DEVICES, EQUIPMENT AND ACCESSORIES

#### **AGMAR d.o.o.**

**address:** Jakusevacka cesta 4b, 10000 Zagreb, Croatia  
**Telephone:** +385 1 6610 333  
**Fax:** +385 1 6610 300  
**Web:** <http://www.agmar.org>  
**E-mail:** [agmar@agmar.hr](mailto:agmar@agmar.hr)  
**contact:** Mrs Djurdjica Kelecic, Director

#### **BIOTECH CROATIA d.o.o**

**address:** Samoborcekov prilaz 1, 10430 Samobor, Croatia  
**Telephone:** +385 1 3367 873  
**Fax:** +385 1 3367 875  
**Web:** <http://www.biotech-medical.com/>  
**E-mail:** [surgery-hr@biotech-medical.com](mailto:surgery-hr@biotech-medical.com)  
**contact:** Mr Alkaysi Ghazi Khaled, Director

#### **“DIAMED”**

**address:** Jamine 17A, 10000 Zagreb, Croatia  
**Telephone:** +385 1 3470 358, +385 98 419 339  
**Fax:**  
**Web:** <http://diamedica.hr/>  
**E-mail:** [id@diamedica.hr](mailto:id@diamedica.hr)  
**contact:** Mr Igor Dernovšek, Director

#### **KEMOLAB d.o.o.**

**address:** Nadinska 11, Veliko Polje, 10000 Zagreb, Croatia  
**Telephone:** +385 1 6605 233  
**Fax:** +385 1 6605 233  
**Web:** <http://www.kemolab.hr>  
**E-mail:** [kemolab@kemolab.hr](mailto:kemolab@kemolab.hr)  
**contact:** Mr Bar Kolar, Director

**MEDICOM d.o.o.**

**address:** Hondlova 2/2, 10000 Zagreb, Croatia  
**Telephone:** +385 1 2396 666  
**Fax:** +385 1 2330 864  
**Web:** <http://www.medicom.hr>  
**E-mail:** [info@medicom.hr](mailto:info@medicom.hr)  
**contact:** Mr Tomislav Krsnik, Director

**MEDI-LAB d.o.o.**

**address:** Hondlova 2/9, 10000 Zagreb, Croatia  
**Telephone:** +385 1 2356 777  
**Fax:** +385 1 2356 700  
**Web:** <http://www.medilab.hr/>  
**E-mail:** [medilab@medilab.hr](mailto:medilab@medilab.hr)  
**contact:** Mr Marko Dzepina, Director

**DRAEGER MEDICAL CROATIA d.o.o.**

**address:** Avenija Većeslava Holjevca 40, 10 010 Zagreb, Croatia  
**Telephone:** +385 1 659 9444  
**Fax:** +385 1 659 9403  
**Web:** <http://www.draeger.com>  
**E-mail:** [prodaja.mt@draeger.com](mailto:prodaja.mt@draeger.com)  
**contact:** Mr Hrvoje Krupski, Member of the Board

**INSTRUMENTARIA d.d.**

**address:** Rimski put 31, 10 360 Sesvete, Croatia  
**Telephone:** +385 1 5550 500  
**Fax:** +385 1 5550 512  
**Web:** <http://www.instrumentaria.hr>  
**E-mail:** [vinko.barisic@instrumentaria.hr](mailto:vinko.barisic@instrumentaria.hr)  
**contact:** Mr Vinko Barisic, President of the Board

**MEDIAL d.o.o.**

**address:** Ul. grada Vukovara 237b,10 000 Zagreb, Croatia  
**Telephone:** +385 1 6116 393  
**Fax:** +385 1 6154 455  
**Web:** <http://www.medial.hr/>

**E-mail:** [medial@medial.hr](mailto:medial@medial.hr)  
**contact:** Mr Bosko Rastovcan, Director

**M.T.F. d.o.o.**

**address:** Hondlova 2/2, 10 000 Zagreb, Croatia  
**Telephone:** +385 1 2304 233, +385 1 2396 760  
**Fax:** +385 1 2312 612  
**Web:** <http://www.mtf.hr/>  
**E-mail:** [mtf@mtf.hr](mailto:mtf@mtf.hr)  
**contact:** Mrs Maja Tomislava Vandjura, Director

**PANON TRADE d.o.o.**

**address:** Rakitska cesta 43, 10 437 Brestovje, Croatia  
**Telephone:** +385 1 3325 968  
**Fax:** +385 1 3325 972  
**Web:** <http://www.panon-trade.hr>  
**E-mail:** [panon-trade@panon-trade.hr](mailto:panon-trade@panon-trade.hr)  
**contact:** Mrs Snjezana Strunjak, Director

**PHARMAMED MADDO d.o.o.**

**address:** Zatisje 8g, Zagreb, Croatia  
**Telephone:** +385 1 3776 116  
**Fax:** +385 1 3776 066  
**Web:** <http://www.pharmamed.com/>  
**E-mail:** [info@pharmamed.hr](mailto:info@pharmamed.hr)  
**contact:** Mr Marko Goricki, Director

**PHARMATHEKA CONSULT d.o.o.**

**address:** Bistranska ulica 100, Poljanica, 10 298 Donja Bistra  
**Telephone:** +385 1 3637 466, +385 1 3637 477  
**Fax:** +385 1 3637 460  
**Web:** <http://www.pharmatheka-consult.hr/>  
**E-mail:** [pharmatheka@pharmatheka-consult.hr](mailto:pharmatheka@pharmatheka-consult.hr)  
**contact:** Mrs Danijela Kovacevic, Director

**SANYKO d.o.o.**

**address:** Banjavciceva 11, 10000 Zagreb, Croatia  
**Telephone:** +385 1 2331 041  
**Fax:** +385 1 2440 030  
**Web:** <http://www.sanyko.hr/index.php>  
**E-mail:** [sanyko@sanyko.hr](mailto:sanyko@sanyko.hr)  
**contact:** Mrs Sanja Smiljanic-Falak, Director

**SHIMADZU DEUTSCHLAND GmbH PODRUŽNICA ZAGREB**

**address:** Zavrtnica 17, 10000 Zagreb, Croatia  
**Telephone:** +385 1 6185 777  
**Fax:** +385 1 6185 207  
**Web:** <http://www.shimadzu.hr>  
**E-mail:** [shimadzu@shimadzu.hr](mailto:shimadzu@shimadzu.hr)  
**contact:** Mr Gordan Tomac, Director

**TEA-MEDICINA d.o.o.**

**address:** Tita Brezovackog 3a, 42 000 Varazdin, Croatia  
**Telephone:** +385 42 350 586  
**Fax:** +385 42 350 587  
**Web:** <http://teamed.hr/o/index.php>  
**E-mail:** [tea@vz.htnet.hr](mailto:tea@vz.htnet.hr)  
**contact:** Mrs Ivana Mikulic Cop, Director

**FESTTA d.o.o.**

**address:** Brace Cvijica 32, Zagreb, Croatia  
**Telephone:** +385 1 3635 500  
**Fax:** +385 1 3636 760  
**Web:** <http://www.festta.hr>  
**E-mail:** [festta@festta.hr](mailto:festta@festta.hr)  
**contact:** Mr Zdenko Ivekovic, Director

**MEDIA d.o.o.**

**address:** Karlovačka cesta 65A, 10 000 Zagreb, Croatia  
**Telephone:** +385 1 6593 233, +385 1 6593 244  
**Fax:** +385 1 6593 255  
**Web:** <http://www.media-instrumenti.hr/>  
**E-mail:** [info@media-instrumenti.hr](mailto:info@media-instrumenti.hr)  
**contact:** Mr Petar Domazetic., Director

**MEDIC d.o.o.**

**address:** Trg Drazena Petrovica 3, Zagreb, Croatia  
**Telephone:** +385 1 4800 111  
**Fax:** +385 1 4843 626  
**Web:** <http://www.medic.hr>  
**E-mail:** [medic@medic.hr](mailto:medic@medic.hr)  
**contact:** Mrs Gordana Jung, Director

**VITAFARM d.o.o.**

**address:** Ante Starcevic 1, 49 000 Krapina, Croatia  
**Telephone:** +385 49 371 030  
**Fax:** +385 49 300 461  
**Web:** <http://www.vitafarm.hr/>  
**E-mail:** [info@vitafarm.hr](mailto:info@vitafarm.hr)  
**contact:** Mrs Sladjana Vodolsak, Member of the Board

**KVANTUM – TIM d.o.o.**

**address:** Voćarska 6, 10 437 Rakitje, Croatia  
**Telephone:** +385 1 3637 453  
**Fax:** +385 1 3637 581  
**Web:** <http://www.kvantum-tim.hr>  
**E-mail:** [kvantum-tim@kvantum-tim.hr](mailto:kvantum-tim@kvantum-tim.hr)  
**contact:** Mr Tomislav Bulat, Director

**SIMON d.o.o.**

**address:** Sirinecka 29, 10 040 Zagreb, Croatia  
**Telephone:** +385 1 2994 546  
**Fax:** +385 1 2914 865  
**Web:** <http://www.simon.hr>  
**E-mail:** [simon@simon.hr](mailto:simon@simon.hr)  
**contact:** Mr Ivan Simon, Director

**FOKUS MEDICAL d.o.o.**

**address:** Rimski put 31B, 10360 Zagreb-Sesvete Croatia  
**Telephone:** +385 1 5550 570  
**Fax:** +385 1 5550 571  
**Web:** <http://www.fokus-medical.hr>

**E-mail:** [info@fokus-medical.hr](mailto:info@fokus-medical.hr)  
**contact:** Mr Danko Prgomet, Director

**BTL d.o.o.**

**address:** Gortanova 32, 10000 Zagreb, Croatia  
**Telephone:** +385 1 2911 052  
**Fax:** +385 1 2921 558  
**Webpage:** <http://www.btl.hr>  
**E-mail:** [ured@btl.hr](mailto:ured@btl.hr)  
**contact:** Mrs Nevenka Lucic Peradin, Director

**MEDICAL INTERTRADE d.o.o.**

**address:** Dr. Franje Tudjmana 3A, 10431 Sveta Nedelja  
**Telephone:** +385 1 3374 006  
**Fax:** +385 1 3374 009  
**Web:** <http://www.medical-intertrade.hr/>  
**E-mail:** [uprava@medical-intertrade.hr](mailto:uprava@medical-intertrade.hr)  
**contact:** Mr Mohamed Radwan Joukhadar, Director

**MEDIKA d.d.**

**address:** Capraška 1, 10000 Zagreb  
**Telephone:** +385 1 2412 655  
**Fax:** +385 1 2371 441  
**Web:** <http://www.medika.hr/hr/>  
**E-mail:** [medika.uprava@medika.hr](mailto:medika.uprava@medika.hr)  
**contact:** Mr Jasminko Herceg, Director

**HILUS d.o.o.**

**address:** Maksimirska 96/3, 10000 Zagreb  
**Telephone:** +385 1 2339 721  
**Fax:** +385 1 2339 723  
**Web:** <http://www.hilus.hr/>  
**E-mail:** [hilus@hilus.hr](mailto:hilus@hilus.hr)  
**contact:** Mrs Drazen Culig, Director