**DEAR PATIENT!**

We are committed to providing the best possible care to maintain and improve your health. Effective organization within the GP practice is essential for providing appropriate medical care. To ensure you receive quality care and have enough time to consult a doctor, we have prepared some brief instructions for your visit to the GP practice.

**OPERATING HOURS AND APPOINTMENT SCHEDULING**

The GP practice operates on Tuesday and Thursday according to the schedule posted on the ZD Škofja Loka website (where any schedule changes, substitutions, or absences will also be posted).  
Appointments must be scheduled in advance, which can be done during operating hours by calling   
04 502 00 45, in person, or through the application *doZdravnika* (registration required). It is important to explain the reason for your visit to the nurse, as this helps us assign the most appropriate appointment time for the examination.

If you remain at home due to illness or injury, you are required to inform the clinic the SAME day or, at the latest, the following day (via phone or application *doZdravnika*). Patients without appointments will be examined the same day only in cases of emergency (potentially life-threatening condition, recent injury); otherwise, you will be scheduled for the next available appointment in the following days.

We will do our best to examine you at the time of your appointment. We strive to respect your time to the greatest extent possible, but due to emergency cases within the clinic or simultaneous urgent interventions in the field, this may not always be possible. We appreciate your understanding in these instances.

A visit to the emergency room is only justified in the event of an emergency.

**ORDERING PRESCRIPTIONS, REFERRALS, AND MEDICAL SUPPLIES**

We kindly ask you to keep a record of your ongoing treatment, as new prescriptions can be issued only up to 10 days before the current prescription expires. If you need a repeat prescription (for chronic treatment), please check all your medications beforehand and order them together. When ordering medication, please include the name and dosage (e.g., Aspirin 100 mg, 1 tablet per day).

Referrals for follow-up appointments cannot be issued without the latest report from the clinical specialist.

Referrals for follow-up appointments, orders for medical supplies, and prescriptions for ongoing treatment are generally prepared by the next business day or, in unforeseen circumstances, within two business days at the latest.

**CONSULTATIONS**

For consultations, laboratory test results, or X-rays, please call during operating hours or send a message through the application *doZdravnika*. The nurse will prepare your medical record, and the doctor will call you back or respond to your message through the application.

Thank you for your understanding!