



European Bank
for Reconstruction and Development

SUCCESS STORY
MAY 2020

KOSOVO SME Competitiveness Support Programme

INCREASING HEALTH AND SAFETY FOR HOSPITAL PATIENTS



NTSH Otrila is a relatively young business entity, initially operating in the field of otorhinolaryngology as daily hospital. Since 2017, the company services were expanded to orthopedy and radiology, including a laboratory located in a new and modern facility. Today, the Special Hospital for Otorhinolaryngology and Orthopedics "Otrila" successfully covers about 70% of the Kosovo market in field of aesthetic nose operations (Rhinoseptoplastka), with domestic as well as foreign clients trusting the clinic's their services.

With the help of the Kosovo SME Competitiveness Support Programme, the clinic invested in the purchase of a brand-new tomography scanner system with a computed tomography injection system. Otrila Special Hospital now offers a full range of services to its clients, from the beginning to the end of the surgery, which increases client retention.

This new machine also improves occupational Health and Safety conditions for staff and patients as it enables complete flexibility of the workstation, keeping staff perfectly safe from radiation and enabling them to perform their tasks in a safe and comfortable environment.

NTSH Otrila received free technical assistance to optimize its investment project and a 15% cash-back grant after the successful project verification, funded by the European Union.

With the investment, the company now meets a wide variety of European standards, including:

- Council Directive 2013/59/Euratom of 5 December 2013 laying down basic safety standards for protection against the dangers arising from exposure to ionising radiation, and repealing Directives 89/618/Euratom, 90/641/Euratom, 96/29/Euratom, 97/43/Euratom and 2003/122/Euratom;
- Regulation (EU) 2017/745 of the European Parliament and of the Council of 5 April 2017 on medical devices, amending Directive 2001/83/EC, Regulation (EC) No 178/2002 and Regulation (EC) No 1223/2009 and repealing Council Directives 90/385/EEC and 93/42/EEC

Loan Amount € 200,000

Grant amount € 30,000

EU Directives met Regulation safety standards for protection against the dangers arising from exposure to ionising radiation, Regulation on medical devices

Invested in Purchase of new tomography scanner system

Implementation Consultants



For more information visit the Programme website: www.web-sme-csp.com or contact us on: +383 49 562 660 info.kosovo@web-sme-csp.com