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General information

Emergency numbers - SOS

In the event of **accidents** or **life-threatening conditions**, call the **emergency number** ☎ [112](#)

It is **important** that you provide this information:

- **Who** is calling?
- **Where** did it happen?
- **What** has happened?
- **How many** people are injured or ill?
- **What** injuries or illnesses are there?
- **Wait** for further questions.

Always remain calm and speak clearly so that you can be better understood. **Do not end the call.** The emergency services or the police will end the call when all the necessary information has been provided.

Emergency numbers are **free of charge** and can be called from **all telephones** even **without prepaid credit**. You **do not need a dialling code**.

It is **not** an **emergency** if, for example, you need a sick note or want to avoid waiting times at the GP.

If the situation is acute but not life-threatening, go to the **emergency department** of the nearest hospital.

Not an acute emergency - but you need a doctor

If you need medical advice outside of consultation hours (e.g. at night, at the weekend or on public holidays) and cannot wait until your GP is available again, call the **on-call medical service** on ☎ [116 117](#).

Especially if you have a family, it is good to know how you can help yourself before professional help arrives. You can learn this in **first aid courses**. Many organisations and educational institutions offer first aid courses.

An emergency is when you or other people are in danger.

It is best to call for help immediately!

Emergency contacts

Police ☎ [110](#)

Fire brigade, rescue service ☎ [112](#)

Ambulance, emergency doctor ☎ [112](#)

💡 The emergency numbers on mobile phones always work. Don't have any credit on your mobile phone? The number still works!



Important when making an emergency call:

💡 Where did the emergency happen (location, address)?

💡 What has happened?

💡 What injuries or illnesses are present?

💡 How many injured or sick people are there?

💡 Who is calling?

💡 Wait for further enquiries!

☐ If you have to go to hospital, remember your ID or proof of arrival. If you are registered with a health insurance company, also bring your insurance card.

☐ As an asylum seeker, you may also go to hospital in an emergency without a treatment voucher. Show your proof of arrival at the hospital.

Other important emergency numbers

Dental emergency service

🌐 [Emergency service search](#)

Pharmacy emergency service

🌐 [Westphalia-Lippe Chamber of Pharmacists - Emergency service calendar](#)

Help hotline for violence in partnerships

116 016 (for women)

0800 1239900 (for men)

Paediatric and youth clinic at Dortmund Hospital

☎ 0231 95 32 17 00

🌐 [Paediatric clinic](#)

Dortmund Youth Welfare Office

☎ 0231 50-12345 Emergency service youth welfare office

🌐 [Youth welfare service](#)

Parents' hotline

☎ 0800 111 0 55 0 (Monday to Friday 9:00 a.m. to 5:00 p.m., Tuesday and Thursday until 7:00 p.m.)

🌐 ["Parental counselling from the Nummer gegen Kummer"](#)

Emergency sleep-in centre for young people "Sleep In im Stellwerk"

Körner Hellweg 19, 44143 Dortmund

0231 42 41 82

🌐 ["Sleep In"](#)



Children and young people's helpline
 0800 111 0 333 (Monday to Saturday 2 p.m. to 8 p.m.)
[!\[\]\(2bdfe261b986065ee0ac76460d6528c9_img.jpg\) "Nummer gegen Kummer" child and youth helpline](#)

Dortmund Child Protection Centre
 Gutenbergstr. 24, 44139 Dortmund
 0231 20 64 580
[!\[\]\(dfbd6b3763a6d1d9afaa974f64e2e4b5_img.jpg\) Child protection centre](#)

Help with psychological emergencies

What could be signs of mental illness?

- You are not feeling well.
- You have worries.
- Bad memories or thoughts.
- You are homesick.
- You can't sleep.
- Your concentration is poor.
- You often have anxiety.

Mental illnesses are depression, anxiety disorders, addictions or trauma.

There is help!

There are specialised doctors for mental illnesses. Or a therapist.

You can also go to a migration counsellor. Some counsellors can also help you with psychological problems and trauma.

You will find offers on this page that you can contact directly now.

Help any day and at any time

Telephone counselling - free help for everyone

The telephone counselling service is a free help service in Germany. You can get help there if you:

- Are sad or lonely
- are afraid
- Have problems with your family
- Have lost your job
- Have other serious problems


Important: Help is free, anonymous and available around the clock. You can call, chat or e-mail the telephone counselling service and be referred to a counselling centre.


Call the telephone counselling service


Always available - 24 hours a day, 7 days a week



Telephone numbers (all three telephone numbers are from the telephone counselling service):

 [0800 111 01 11](tel:08001110111)

 [0800 111 02 22](tel:08001110222)

 [116 123](tel:116123)

All calls are free of charge.

You remain anonymous.


Even at night and at weekends.

Chat with the telephone counselling service or write e-mails

If you don't want to call, you can also write. The telephone counselling service offers two options for written counselling:

- Chat for immediate help
- E-mail for detailed discussions

Both services are free of charge and completely anonymous. You only need an e-mail address to access them - your personal data remains protected. In the live chat, you can write directly to a counsellor and receive an immediate response. With e-mail counselling, you can write in detail about your concerns and receive a personal reply within 48 hours.

All messages are securely encrypted. You can access both services on the website 

www.telefonseelsorge.de.

The German healthcare system

The healthcare system has three areas:

1. outpatient medical care by doctors and pharmacies (outpatient means: patient goes home after treatment)

2. inpatient medical care through acute care in hospitals (inpatient means: patient stays in hospital for treatment)

3. public health service through preventive services provided by the public health department (preventive means: services to maintain health and avoid becoming ill)

Outpatient and inpatient care provide medical care for sick people. Everyone can decide for themselves which doctor or facility they go to (freedom of choice).

The public health department ensures that people in Dortmund stay healthy. It provides information and counselling on the subject of health. There are many projects in schools that provide information about health in a fun way and promote healthy living. You can find more information at www.gesundheit.dortmund.de.

Good to know:

In Germany, you are entitled to basic medical care for acute illnesses and pain. You are also entitled to every officially recommended immunisation and check-up. In addition, you are



entitled to free medical services that are essential to safeguard your health.


Consult a doctor if

- you are acutely ill or in pain.
- you are pregnant.
- You are chronically ill, for example if you have diabetes, epilepsy or mental illness. If you have any remaining medication or the package leaflet for your medication, please bring this with you to your doctor's appointment. If you have already been to the doctor or hospital because of the illness, please also bring the results with you.

Hospitals treat people who are seriously ill or have life-threatening injuries. For minor injuries or illnesses that are not an emergency, it is best to go to a doctor's surgery. You will get good help there! Do you need a doctor at night or at the weekend - but it's not an emergency? Then you can call here and find out which doctor's surgery is currently open:

Medical on-call service

(only in the evening and at weekends)

 [0231116117](tel:0231116117)

Dental emergency service

The dental emergency service is only available in the evening and at weekends and is limited to acute pain relief (emergency treatment). Please remember that you will also need your electronic health card for treatment in the emergency service.

<https://www.zahnaerzte-wl.de/notdienstsuche> (also in English)

The German healthcare system in 14 languages

In the brochure "[Gesundheit für alle - Ein Wegweiser durch das deutsche Gesundheitswesen](#)" you will find all the important information in 14 languages.

Health Clearing Centre

Are you new to Germany and have questions about health insurance? We can provide you with information and advice on your insurance status. If you need help, we can also assist you with visits to the authorities and put you in touch with social services.

The aim of the Clearing Centre is to make the transition to standard medical care easier for people without health insurance. We discreetly support you and your family in all matters relating to health insurance and aim to make your transition to standard medical care in Germany easier.

[Click here for the clearing centre](#)

Health insurance is mandatory

Every person in Germany must take out health insurance.



Statutory or private health insurance? You have the choice between statutory or private health insurance. The majority of people choose a statutory health insurance policy, unless they earn above a certain amount. Health insurance is paid by both the employee and the employer. In order to qualify for private health insurance, a person must meet certain criteria (e.g. a predefined gross income threshold).

Health insurance

A health insurance policy is taken out with a health insurance provider. There are many different health insurance providers in Germany. Every person has the right to choose their own health insurance provider.

Insurance card

You will receive an insurance card from your health insurance provider. A health insurance card from a insurance provider allows you to receive medical treatment throughout Germany. On the back of the health insurance card is the European Health Insurance Card (EHIC). With this, you are well-protected in all EU countries as well as many other European countries and even some non-European states.

Note:

Please remember to bring your health insurance card with you every time you go to a hospital, a doctor's practice or an approved therapist for treatment.

More information available in 40 languages

You can find more information on health insurance in Germany at www.krankenkassenzentrale.de/wiki/international. The information is available in 40 languages!

Information for asylum seekers

If you are still in the asylum procedure or have a "Duldung" (tolerated status), the following applies: You do not have health insurance, but the "Sozialamt" (Social Security Office) provides basic care.

If you are physically or mentally ill and need to see a doctor, you will receive a treatment certificate from Social Services. With this, your visit to the doctor is free of charge.

As an asylum applicant in Germany, you are entitled to

- basic medical care (i.e. in cases of acute illness and pain, you can visit a doctor's surgery),
- medical care if you are chronically ill (if you have, for example, diabetes, epilepsy or a psychiatric illness),
- recommended vaccinations
(you can find detailed information in 16 languages at www.mimi-bestellportal.de),
- preventative check-ups,



- medical care during pregnancy and birth,
- medical care following a traumatic event (rape, torture, violence).

As soon as you have a residence permit (Aufenthaltstitel), you must register with a regular health insurance company. From the health insurer, you will get a health insurance card. With this card, you have the right to the same health services as all residents in Germany.

[Here you can get information about the "Sozialamt" \(Social Security Office\).](#)

[Here you can get information about the "Jobcenter" \(Job Centre\).](#)

Information for people without health insurance

Gynecological consultation for women without health insurance

The health department offers gynaecological consultations for women with no or unclear health insurance cover.

The advice and examination services include the following:

- Basic gynaecological care with a focus on examinations for sexually transmitted diseases
- Basic antenatal check-ups
- Issuing private prescriptions for the contraceptive pill

Only the examinations at the "Gesundheitsamt" (Public Health Department) are free of charge. If further examinations are necessary, these must be paid for by the patient.

Care for high-risk pregnancies is not possible.
No pregnancy conflict counselling or abortions.

Telephone registration for gynaecological consultations

Stadt Dortmund - Gesundheitsamt (City of Dortmund - Public Health Department)

📍 Hoher Wall 9-11
44137 Dortmund



[02315023211](tel:02315023211)



[02315023556](tel:02315023556)



53kinder@stadtdo.de



gesundheitsamt.dortmund.de

Gynecological consultation for women without health insurance

Monday, 9:30 am to 1:00 pm

No consultation hours on Tuesdays

Wednesday, 9:30 am to 12:00 pm and 12:30 pm to 3:00 pm

Thursday, 9:30 am to 1:00 pm

No consultation hours on Fridays

Consultation hours for children not covered by health insurance

For children with no (or as yet unresolved) health insurance coverage, we offer a consultation hour with the following advice and examination services:

- Advice
- Vaccinations
- Preventative check-ups
- Basic medical care, such as a physical examination
- Basic therapy as needed

The team consists of paediatricians, nurses, interpreters and midwives.

Only the examinations at the "Gesundheitsamt" (Public Health Department) are free of charge. If further examinations are necessary, these must be paid for by the patient.

[Click here to see our leaflet!](#)

City of Dortmund - Gesundheitsamt - Gesundheitsdienst für Kinder und Jugendliche (Public Health Department - Health Service for Children and Young People)

📍 Hoher Wall 9-11
44137 Dortmund



[02315023211](tel:02315023211)



[02315023556](tel:02315023556)



53kinder@stadtdo.de



gesundheitsamt.dortmund.de



Opening times:

Consultation hours for children not covered by health insurance

Monday, 9:30 am to 12:00 pm and 12:30 pm to 3:00 pm

Tuesday, 9:30 am to 1:00 pm

No consultation hours on Wednesdays

Thursday, 9:30 am to 1:00 pm

No consultation hours on Fridays

Special support services for mentally ill parents and their children

The network “Kinder als Angehörige psychisch kranker Eltern” (Children as Relatives of Mentally Ill Parents)

In Germany, about two million children grow up in families where one parent is mentally ill. For the parents concerned, there is a network of medical, therapeutic and other assistance on hand. The children as relatives are often left on their own with their enormous array of worries, fears and problems. Effective help can only succeed by way of coordinated cooperation between psychiatry, child- and youth welfare.

A helpful professional approach to the children of mentally ill parents and their families requires a perspective that takes into account psychological, medical and socio-educational knowledge.

In order to be able to safeguard this approach, in 2008, the network “Kinder als Angehörige psychisch kranker Eltern” (KAP- DO) – Children as Relatives of Mentally Ill Parents – was founded. Aside from the two initiators, the “Gesundheitsamt” (Public Health Department) and the “Jugendamt” (Youth Welfare Services) Dortmund’s psychiatric clinics and providers of different types of help from psychiatry and youth welfare are members of the network.

The aim of the cooperation is to enable the different knowledge, working methods and approaches of the participating institutions to be coordinated in order to be able to design more effective support services for children and their mentally ill parents in Dortmund.

In setting up and implementing the idea, the Dortmund network was guided by the research project “Kinder als Angehörige psychisch Kranker” (Children as Relatives of Mentally Ill People), which was led by Prof. Dr. Albert Lenz, Catholic University of Applied Sciences NRW, Paderborn Department, Institute for Health Research and Social Psychiatry. As a model region, Dortmund was part of this project. The Dortmund network was supported by the research project team in shaping the cooperative relationships.

- [Services for parents with mental illness and their children](#)

Stadt Dortmund - Gesundheitsamt - Koordinationsstelle im Gesundheitsbereich (City of Dortmund - Public Health Department - Health Coordination Office)

Stephan Siebert

📍 **Hoher Wall 9-11**

upper floor

44137 Dortmund





[02315025483](tel:02315025483)



ssiebert@stadtdo.de

Stadt Dortmund - Jugendamt - Frühe Hilfen (City of Dortmund - Youth Welfare Office - Early Intervention)

Pilar Wulff (acting point of contact)

📍 Märkische Straße 24-26

44141 Dortmund

Early Help (Frühe Hilfen)



[02315024974](tel:02315024974)



pwulff@stadtdo.de