

Table of Contents

Health	2
Emergency numbers - SOS	2
Information	3
The German healthcare system	4
Health insurance is compulsory	5
Information for asylum seekers	6
Information for people without health insurance	7
Medical visit	8
Medical and dental on-call service	9
Psychotherapy	9
Medication and pharmacies/chemists	11
Health insurance	11
Counselling centres and assistance services	12
Heat protection	14
Preparing for hot days	14
Heat tips during the hot days	14
Info on heat warning	15
For counselling and emergencies	16
Map with cool places	16

Health

Emergency numbers - SOS

Emergency call - Fire brigade - Rescue service

Which number do I dial if I need help?

You are ill and need a doctor, but you don't know anyone or the practice is closed.

116117 - On-call service for statutory health insurance physicians

For all medical problems that are **NOT** life-threatening, e.g:

Fever, cold, nosebleed, minor cuts, sprains.

At ☎ [116117](tel:116117) you can reach a switchboard that can arrange a consultation with a doctor and, if necessary, a doctor will be sent to you.

IMPORTANT: The number is called frequently, so you may have to wait in a queue and it may take longer before you can speak to someone.

19222 - Patient transport


Your doctor has issued a transport order for an ambulance or you are unable to drive or be driven to the hospital yourself. In this case, you can call ☎ [19222](tel:19222) to request an ambulance. The ambulances are not intended for emergency patients. Ambulance services therefore have longer waiting times, depending on the volume of calls.

112 - Emergency call for fire and rescue services

You can reach the control centre for fire and rescue services at ☎ [112](tel:112). The number is an emergency number that you can call at any time in the following cases:

- You want to report a fire, e.g. in your home or a vehicle.
- You have had an accident with your vehicle and are injured or it is leaking fuel.
- You are in an acute emergency situation due to an accident, for example.
- You want to report an acute medical emergency, here are some examples:
 - Severe shortness of breath, the person is having such difficulty breathing that they can no longer speak complete sentences.
 - The person has chest pain that radiates to the arm or jaw or is accompanied by abdominal pain and/or nausea.
 - The person is unconscious
 - The person is not breathing
 - Spontaneous paralysis of the arms or legs, or speech disorders

- Injuries from accidents such as broken bones or severe bleeding

If you are not sure, call  [112](#), the colleagues will either send you help or refer you to a competent centre.

What is important when dialling 112?

When you have dialled 112, you will be greeted with the following sentence:

"Emergency call fire and rescue service,

in which city is the emergency location?"

Please first say which city you are in, then you will be asked for the exact address (street and house number) and your name.

The colleague will then guide you through the call.

! IMPORTANT !

Please only answer the questions you are asked so that we can quickly obtain the information we need to help you.

When we have all the information, we will end the call, only then please hang up.

The colleagues speak German and English, if you do not speak either of these languages, try to find someone who is able to speak in one of these languages before calling.

If you do not speak German or English, you should always state your address and name and the word **"EMERGENCY"** when dialling the emergency number. We will then send help in any case.

Our ambulances are equipped with emergency paramedics and paramedics. Our emergency ambulances are equipped with a doctor. Our colleagues will treat you in an emergency and then take you to a suitable hospital.

If you need medication, please contact a pharmacy in your area. You can find them [here](#).

Information

In Germany you are entitled to basic medical care for acute illnesses and pain. You are also entitled to any officially recommended vaccination and preventive medical checkup. In addition, you will receive free medical services which are essential to the safeguarding of health. Seek medical advice if

- You are acutely ill or in pain
- You are pregnant
- You are chronically ill, for example if you have diabetes, epilepsy or a mental illness. If you have any other medicines or the medicine leaflet, bring them to the doctor's appointment. If you have already been to the doctor or hospital because of the illness, please bring the results or findings with you.

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.

The German healthcare system

There are many institutions in Germany that form part of the healthcare system. The healthcare system comprises three different areas:

1. Out-patient medical treatment by doctors and pharmacies ("out-patient" means: the patient goes home once they have received treatment).

2. In-patient medical treatment by way of acute medical care in hospitals ("in-patient" means: the patient remains in hospital for their treatment).

3. Public health service delivering preventative measures from the health department ("preventative" means that measures help you to maintain your health and not get sick).

Both out-patient and in-patient medical care involve administering medical treatment to people suffering from illnesses. Every person can decide for themselves to which doctor or medical institution they would like to go (freedom of choice).

The public health service is ensured in different ways by law at the state, administrative district, district and city levels. In Hagen, the municipal offices for health, veterinary and food monitoring and the chemical testing office were bundled into the "Health and Consumer Protection Department" in 2010. The aim of the department is to maintain and improve the health of the population of Hagen.

The tasks of a Health and Consumer Protection Department include monitoring compliance with hygiene regulations in hospitals, surgeries and health studios, water supply facilities and communal facilities, drawing up medical reports on behalf of public authorities and courts, examinations of children, especially school entry examinations before children start school, help for mentally ill people, support for addicts, educating and advising the public on health issues and supporting health self-help groups.

Other tasks include health reporting and the organisation of local health conferences. They contribute to the management of healthcare provision at a municipal level. In addition, areas of prevention and health promotion for people under particular strain are being further developed through co-operation and campaigns. This takes into account the legally prescribed target group orientation.

The involvement of the food monitoring and veterinary services ensures that consumers are comprehensively protected from health risks.

Closely linked to public health is the task of combating animal diseases, monitoring veterinary medicinal products and monitoring animal feed, which are also important tasks of the department.

Further and detailed information on the extensive tasks of the department can be found on the City of Hagen's website in the ["Health"](#) section.

Contact info:

Fachbereich für Gesundheit und Verbraucherschutz

📍 Berliner Platz 22, 58089 Hagen

☎ [023312073934](tel:023312073934)

You can reach the hotline Monday to Thursday from 8:00 bis 16:00, Fridays from 8:00 bis 13:30.

@gesundheitsamt@stadt-hagen.de

Good to know:

In Germany, you have the right to basic medical care in cases of acute illness and pain. You are also entitled to any officially recommended vaccination and preventive examination. In addition, you will receive free medical services which are essential to the safeguarding of health.

Seek medical attention if

- you are acutely ill or in pain.
- you are pregnant.
- You are chronically ill, for example if you have diabetes, epilepsy or a mental illness. If you have any other medicines or the medicine leaflet, bring them to the doctor's appointment. If you have already been to the doctor or hospital because of the illness, please bring the findings with you.

Hospitals treat those individuals who are suffering from acute illness or who have life-threatening injuries. If a person has sustained lighter injuries or an illness which does not constitute an emergency, it's best to go to a doctor's surgery. You will be sure to receive excellent assistance there. You need a doctor at night or at the weekend – but it is not an emergency? Then you can call this number to find out which doctor's surgery is currently open:

Emergency medical service

(only evenings and weekends)

☎ [116117](tel:116117)

The German healthcare system in 14 languages

In the brochure entitled "[Gesundheit für alle – Ein Wegweiser durch das deutsche Gesundheitswesen](#)" ("[Health for all – A guide to the German healthcare system](#)") you will find all the important information in 14 languages.

Emergency dental service

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

🌐 <https://www.zahnarzt-notdienst.de/notdienst/0/hagen-westfalen-02331.php>

Health insurance is compulsory

Everyone in Germany must have health insurance. This means that as soon as you have a residence permit, you must register with a health insurance company. You will then receive an insurance card and can use the same services as everyone else in Germany. If you fall ill, you can also get help at many doctors' surgeries and hospitals abroad. You can find out exactly what help is available from your health insurance company. Refugees and asylum seekers who do not yet have health insurance are issued sickness certificates by the [social welfare office](#). They can go to the doctor with these vouchers.

Statutory or private health insurance?

There are two types of health insurance: statutory and private health insurance. Most people have statutory health insurance unless they earn more than a certain amount. Health insurance is paid for by both the employee and the employer. For private health insurance, you have to fulfil certain conditions, for example have a certain income.

Health insurance company

Health insurance is taken out with a health insurance company. There are many different health insurance companies in Germany. Each person can choose the health insurance company they want.

Insurance card

If you are insured with a health insurance company, you will receive an insurance card. With this card you can go to doctors anywhere in Germany. You can choose a family doctor. If you need to see a specialist, you must get a referral from your family doctor. On the back of the insurance card is the European Health Insurance Card (EHIC). This means that you are well insured in all EU countries and in many other European countries. If you are travelling outside the EU, it is a good idea to take out international travel health insurance to get even more benefits.

Important note:

Don't forget to take your insurance card with you when you go to the doctor, hospital or a therapist.

More information

You can find more information about health insurance in Germany [here](#).

Information for asylum seekers

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

If you are physically or mentally ill and need to see a doctor, you will receive a medical treatment certificate (Behandlungsschein) from the Social Welfare Office (Sozialamt). With this, your visit to the doctor is free of charge.

As an asylum applicant in Germany, you are entitled to:

- basic medical care (that is, 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
(Detailed information in 21 languages can be found [here](#))
- 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 Social Welfare Office.](#)

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

Information for people without health insurance


Are you over twelve years old and don't have health insurance? You can then attend a medical consultation once a week in "[Luthers Waschsalon](#)" in the railway station district. Doctors and medical assistants work here on a voluntary basis. The Diakonie Mark-Ruhr gemeinnützige GmbH finances the medication and laboratory costs. To ensure a good dialogue with the patients, the service is supplemented by the use of language mediators and cultural mediators. If you have children under the age of twelve, they will be referred to paediatricians on site. These doctors are in co-operation with "Luthers Waschsalon" and offer free treatment. Medication costs and, if applicable, hospitalisation costs are borne by the Diakonie. Cooperation with gynaecologists was organised in the same way. A dental consultation for people without health insurance coverage also takes place twice a week in "Luthers Waschsalon".


In addition to general medical and dental consultations, "Luthers Waschsalon" offers care for body and soul: Breakfast, meeting point and discussions, opportunity for personal hygiene and laundry and spare clothes. Two days a week, there is an open meeting place for homeless people, people at risk of losing their homes and former homeless people and/or people on low incomes. These include recipients of unemployment benefit II, basic income support and low pensions.

Services such as breakfast, laundry, medical and dental assistance are free of charge. A team of full-time staff and volunteers is knowledgeable and focusses on the well-being and dignity of those seeking help.

On Mondays and Thursdays, it is possible to take part in the mobile medical programme. This is carried out at two other locations in Hagen.

Locations and working hours of medical care for homeless people at Diakonie Mark-Ruhr Outpatient clinic in "Luthers Waschsalon"

 Körnerstr. 75, 58095 Hagen

 023313809700

 Mondays and Thursdays from 9:00 to 11:00

Mobile doctor

📍 Berliner Str. 125, 58135 Hagen
📅 Thursdays 10:00 to 11:00 at the Bonifatiusgemeinde

Soup kitchen

📍 Märkischer Ring 101, 58095 Hagen
☎ 023312042727
📅 Thursdays 11:30 to 12:30

Dental consultation

📍 Körnerstraße 75, 58095 Hagen
☎ 023313809702
📅 Monday and Thursday from 9:00 to 11:00

[„Luthers Waschsalon“](#)

📍 Körnerstraße 75, 58095 Hagen
☎ 023313809702

Medical visit

Family doctors and specialist doctors

If you are ill, see your family doctor. You can choose your own doctor. The opening hours are decided by the doctors themselves. So you will need to make an appointment if you need to see a GP.

Your family doctor will give you a general check-up and is your first point of contact when you are ill. They also decide what medication you need and whether you need to see a specialist.

Where necessary, your GP will refer you to a specialist who can carry out specific tests.

If the office is closed, the medical on-call service will help you

☎ [116 117](#)

Paediatricians

Children are usually examined by paediatricians. Regular check-ups and vaccinations by the paediatrician are important for the health of every child. The required preventative check-ups are called “U check-ups” and always take place at a certain time and date; they are free of charge. Please ask a paediatrician for information for yourself and your child about the legally regulated and required U check-ups.

Dentists

If you have toothache, you should go to the dentist.

Gynaecologists

It is important for women to be regularly examined by a gynaecologist. This helps detect illnesses early enough to treat them. This is called screening. You can also discuss contraception there.

If you need help finding a suitable doctor, ask your support network or your accommodation management.

If you are an asylum seeker and need to see a doctor, you will receive a treatment certificate from the [Social Welfare Office](#). With this, your visit to the doctor is free of charge.

If an operation is necessary and it is **not** an emergency, the Social Welfare Office must approve the hospital stay in advance. Your doctor will provide you with a medical certificate. Only medically necessary procedures can be covered.

[Here](#) you will find doctors for a variety of concerns.

Medical and dental on-call service

If your family doctor is not available, you can call the medical on-call service. There is also a doctor there who can help you in the evening or at the weekend.

☎ 116117

(free of charge, valid throughout Germany, without dialling code)

Dental emergency service:

If you have a severe toothache and your dentist's surgery is closed, you can call the dental emergency service.

☎ [01805986700](#)

(for emergencies outside surgery hours)

Psychotherapy

Difficult experiences or crisis situations put a strain on the human psyche. If you or someone you know needs professional help, you can seek help from the Socio-Psychiatric Service (SpDi) in Hagen.

The Socio-Psychiatric Service offers counselling and support to people with mental health problems and addictions as well as their relatives. Other people from one's social environment (friends, colleagues, neighbours, acquaintances) can also contact the Socio-Psychiatric Service if they need support and help in dealing with the illness. Advice centres and other institutions seeking help with people suffering from mental illness or addiction can also contact the Socio-Psychiatric Service.

The Socio-Psychiatric Service offers:

- Advice and information on your problem
- Support during crises
- Organisation of outpatient and inpatient treatments
- Arrangement of rehabilitation measures
- Support before and after hospitalisation
- Counselling on social issues and difficult life situations
- Assistance in securing the financial basis of life
- Assistance in leading an independent and self-determined life
- Arrangement of outpatient and inpatient residential assistance

Location and accessibility:

 Socio-Psychiatric Service

Rathaus II, Berliner Platz 22, 58089 Hagen

Counselling and support is provided both during consultation hours and during home visits, especially if you are unable to come to the consultation hours of the Socio-Psychiatric Service.

Opening hours:

Monday: 08:30 – 12:00 Uhr, 14:00 – 16:00 Uhr

Tuesday: 08:30 – 12:00 Uhr, 14:00 – 16:00 Uhr

Wednesday: 08:30 – 12:00 Uhr, 14:00 – 16:00 Uhr

Thursday: 08:30 – 12:00 Uhr, 14:00 – 16:00 Uhr

Friday: 08:30 – 11:30 Uhr

Saturday: Closed

Sunday: Closed

The Socio-Psychiatric Service does not carry out any therapeutic measures (psychotherapy/medical treatment). However, they will be happy to refer you to specialised facilities if required.

Further information on the Socio-Psychiatric Service can be found [here](#).

You can contact the Socio-Psychiatric Service of the City of Hagen here 

[Flyer SpDi 2021.11~1](#)

The Green Pages for Hagen

The Green Pages offer help for those seeking therapy in Hagen and the surrounding area. Numerous psychotherapists and child and adolescent psychotherapists treat mental illnesses such as depression, anxiety disorders, obsessive-compulsive disorders and psychosomatic

illnesses. The Green Pages list psychotherapists with special qualifications. In this way, essential treatment methods and additional specialisations of the respective therapists can be selected.

You can find more information [here](#).

Medication and pharmacies/chemists

If you need medicine, you will get a prescription from your doctor. You can get your medication with this prescription at any pharmacy. Chemist's shops are usually open from Monday to Saturday. The opening times vary according to each chemist. If you need medication urgently at night or on weekends, you will find a sign at every chemist's with the name and address of the chemist's that is available for emergency service. You can also find this information on the Internet.

 [Search for emergency chemist's shop services](#)

As an asylum seeker you can get lots of medication free of charge. Ask your doctor about it. If you do not have a prescription, you will always have to pay for the medication.


Health insurance

Health insurance

In Germany, everyone who lives here must have health insurance. Insurance is compulsory. If you have a residence permit, you must register with a health insurance company. There you will receive an insurance card. With the insurance card, you will receive the same benefits as everyone else in Germany.

Even if you fall ill abroad, you can receive basic treatment in many doctors' surgeries and hospitals. Your health insurance company will provide you with information on this.


You can choose a general practitioner. If you need a specialist, you must first go to your family doctor. There you will receive a referral to go to a specialist.

 Remember to always have your insurance card with you when you go to the doctor, hospital or therapist.

Insurance card

With the insurance card of a health insurance company, you can receive medical treatment anywhere in Germany. On the back of the card you will find the European Health Insurance Card (European Health Insurance Card, EHIC for short). With this card you are also covered in all EU countries as well as in many other countries in Europe and even in some countries outside Europe.

If you are travelling outside Europe, it is recommended that you take out international travel health insurance. This offers you even more benefits.

On this  [website](#) you can find the most important information about the German healthcare system in German and English.

[Here you will](#) find all the important information about health insurance in 40 different languages. It explains who is covered by statutory or private health insurance, what you need to bear in mind and much more.

For refugees and asylum seekers

Are you a refugee or asylum seeker and not yet covered by health insurance? Then you need a health insurance voucher to be able to go to the doctor. You can obtain this certificate from the [social welfare office](#).

The European Health Insurance Card is not the same as travel insurance. It is only valid for medical treatment in Germany and does not cover costs such as flight tickets or lost property.

Counselling centres and assistance services

Helpline for women experiencing violence

The "Gewalt gegen Frauen" (Violence against women) helpline provides counselling for affected women everywhere in Germany. It provides information and, if needed, can put you in contact with suitable support organisations in your area. The (female) counsellors on this helpline provide advice for all forms of violence against women. Online counselling is also available on the website. All conversations are confidential and can be anonymous if you wish. You will not be asked to provide any personal information, and any information you share will not be recorded. This applies to both the telephone helpline and the website. Counselling is available in many languages with the help of interpreters. If you have a hearing impairment, you can request an interpreter (free of cost) through the website. The conversation with the helpline counsellor will then be translated into German sign language or writing.

You can find more information [here](#).

Der Familienratgeber (The Family Counsellor)

Aktion Mensch's Familienratgeber (family counsellor) website offers information and addresses for people with disabilities and their families. People with disabilities and their families can find important information about living with disabilities in simple and easy German on the website: From school, to work, leisure, accessibility, rights, housing, counselling, health and long-term care insurance and much more.

You can find more information [here](#).

Rat am Ring advice centre

The Rat am Ring advice centre offers psychosocial support for children, young people, parents, families, teachers, educators and other professionals.

You can find more information [here](#).

Hagen Women's Counselling Centre

Contact point for women and girls of all nationalities. Counselling is free of charge and confidential.

You can find more information [here](#).

ZeitRaum advice centre

The advice service supports families, children and young people, young adults, parents, couples and individual adults from the city of Hagen and the Protestant church district of Hagen.

You can find more information [here](#).

Child and youth counselling Hagen

Children and young people also have a right to counselling and support. Counselling is anonymous, free of charge and no information is passed on to parents or teachers.

You can find more information [here](#).

Debt advice service and insolvency advice service

The aim of the debt advice service and insolvency advice service is to help people who are in debt or over-indebted to overcome their financial problems and offer them prospects.

You can find more information [here](#).

Housing advisory service

The aim of housing counselling is to enable elderly and disabled citizens to live independently in familiar surroundings.

You can find more information [here](#).

Hagen Work Advice Centre

The Work Advice Centre supports people who are out of work or will soon be out of work. You will also receive counselling if your work does not take into account appropriate and fair working conditions.

You can find more information [here](#).

Support groups in Hagen

Support groups bring people in similar life situations together. Experiences and information are exchanged with people who are affected in the same way. The aim is to work together to overcome the stress caused by illness, personal stress and social stress.

You can find more information [here](#).

Heat protection

Why is heat protection important?

It can get very hot in summer. This is happening more and more often due to climate change. These are called heatwaves. They occur more frequently, last longer and are often very intense.

This is not only unpleasant, but also dangerous for the body - especially for older people, small children, pregnant women and people who are ill or disabled.

It is particularly hot in the centre of Hagen because there are many houses, streets and hardly any trees. The heat can build up there. It often stays warm at night and hardly cools down.

It is therefore important that you are well prepared for hot days. On this page you will find simple tips on how to protect yourself and others in hot weather - even if you are feeling well yourself.

What you'll find here:

- Preparing for hot days
- Heat tips during the hot days
- Information on heat warnings
- For advice and emergencies
- Map with cool places

Preparing for hot days

You can prepare well before it gets really hot. This will get you safely through hot days:

- Check the weather forecast every day.
- Install an app or sign up for the heat warning newsletter (more on this below).
- Keep bottles of water and light food (fruit, vegetables) in the fridge.
- Talk to your family, neighbours or friends: Who can help in an emergency?
- Close blinds or curtains in good time to keep your home cool.
- Keep your mobile phone charged so that you can make calls in an emergency.

Heat tips during the hot days

- Drink a glass of water every hour - even if you're not thirsty.
- Avoid going out at midday if possible - look for shade or cool places.
- Eat light food such as fruit, vegetables or soups.
- Wear light-coloured, airy clothing. Wear a cap or hat. Don't forget your sun cream.
- Don't move around too much when it's hot outside.
- Only ventilate in the morning or evening when it is cooler outside.
- Cool your body with water - e.g. with a wet cloth or a shower.
- If you regularly take medication, talk to your doctor. Some medicines work differently in the heat.
- Also think about your neighbours, friends or family - they may need your help.

 **Tip: Always take a water bottle with you when you are out and about.**

There are refill stations in Hagen - these are places where you can refill your bottle with drinking water free of charge.

 [To the overview of refill stations](#)

Info on heat warning

When it gets very hot, the German Weather Service (DWD) issues a warning. You can use an app or a newsletter so that you know in good time:

- [DWD WarnWetterApp...](#)

Here you will automatically receive a warning when it gets very hot.



- [DWD newsletter on heat warnings](#)

DWD Newsletter - You can also receive an e-mail when there is a heat warning.

- [Install NINA...](#)

This app warns you not only about heat, but also about other dangers.



For counselling and emergencies

- If someone has a very high body temperature or falls unconscious: Call the emergency number 112 immediately!
- If you have any questions about heat or your health, talk to your family doctor.
- If you take medication regularly, ask if there is anything you need to be aware of in the heat.

💡 Also pay attention to other people around you: elderly neighbours, sick people or people who live alone. Ask if they need help - for example with shopping, drinking or getting to a cool place.

Map with cool places

There are places in Hagen where it is pleasant even on hot days - for example in parks with plenty of shade or in buildings with air conditioning.

📍 [Here](#) you can find the map with cool places in Hagen.