

## 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](#).