

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>