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Health

General information on health

Do you have an acute illness? Are you in pain? In Germany you are entitled to basic medical care. Some vaccinations are recommended by the state. You can get these vaccinations. Some examinations are recommended. They are intended to prevent illness. You can have these examinations. Some examinations are very important for your health. You can get these free of charge from doctors. See a doctor if:

- you are acutely ill or in pain
- you are pregnant
- you are chronically ill. You have diabetes, epilepsy or mental illness, for example.

💡 You still have medication? Alternatively, do you have the package leaflet for your medication? Bring these with you to your doctor's appointment.
Have you already been to a doctor or hospital because of the illness? Please also bring the findings with you.

👤 Do you have a residence permit? Then you must register with a regular health insurance company. There you will receive an insurance card. This entitles you to services from doctors. Just like all citizens in Germany.

Refugees can find more information here 🌐 Medical assistance

General information for migrants and foreigners

Healthcare system in Germany

Important information in different languages

There is a lot of information about health on the Internet.
In many languages, for example Arabic, Kurdish, Persian, English...

[1. health guide for asylum seekers](#)

How does health care work?
What do I do if I am ill?
What help can I get?

[2. health portal on various topics](#)

Lots of information, for example on

- Contraception
- addiction
- nutrition
- ...

3. visit to the women's doctor

⇒ Film in different languages

4. information on various topics (ethno-medical centre)

Guide to various topics, for example:

- Diabetes
- Vaccination
- Trauma, depression
- Maternal health

5. information for patients on many diseases

- Asthma
- flu
- Dementia
- ...

6. vocabulary in the field of health

- [Take Care project](#) (Weg-Weiser for migrants)
- [Picture-word book](#)

7. further information in many different languages

- Medication
- Emergency vocabulary
- Medical history forms
- Important telephone numbers
- ...

Other important information

Vaccinations:

The doctor can provide you with information about immunisations.

Many vaccinations are free of charge for you.

You will receive a vaccination card.

The immunisation record contains all the vaccinations you have already had.

The vaccination card is not a passport.

⇒ You and your children should have [these vacc](#)inations (vaccination calendar in different languages).

Pharmacy:

You can get medication at the pharmacy.
Pharmacies have a red "A" above the door.

You have to pay for some medicines, for example

- Nose sprays
- Headache tablets
- For some medicines you don't have to pay anything or pay less:
You need a prescription from a doctor (doctor).
Adults usually have to pay extra money.

⇒ [Here](#) you can find pharmacies in Ingolstadt

Pharmacies are open:

Monday to Friday from 9 am to 6 pm

Saturday from 9 am to 12 pm

Emergency service at night and on Sundays: ⇒ [Pharmacy emergency service in Ingolstadt](#)

[Multilingual guide to the German healthcare system](#)

Gesundheit für alle
Mehrsprachiger Wegweiser durch das deutsche Gesundheitswesen

Wegweiser online

اللغة العربية	Deutsch
English	فارسی
Français	Italiano
Kurdî	کوردی
Polski	Română
Русский	Serb/Kro/Bos
Español	Türkçe
Українська	

Wegweiser bestellen

Wegweiser Download

Emergency

Emergency

An emergency is, for example, an illness or injury.

In an emergency, you need to see a doctor immediately if, for example

- have a very high temperature.
- have broken a bone.
- have a severe haemorrhage.
- cannot breathe.
- have consumed something poisonous.
- are unconscious (= unconscious).

**In an emergency, you can always go to the clinic.
The clinic has an emergency room.**

In an emergency, call for help (= emergency call):

 [112](tel:112)

The emergency call **does not cost any money**.

You can call the emergency number with any telephone.

An ambulance can be with you quickly.

Emergency call - what do you need to do?

Stay calm!


Listen carefully!

Answer the questions on the phone!

You must say:

- **Where** is the patient?
- **What** has happened?
- **How** is the patient?

Important telephone numbers for emergencies:

- Police, fire brigade, ambulance, poison emergency call
 - Emergency doctor service, emergency pharmacy service
 - Help for women and children
 - Psychological help
- ⇒ **Look at**  ["Help in an emergency"](#)

First aid


You see a person in distress:


Help the person!

You can save lives.

You can take a first aid course.

The course teaches you how to help others in an emergency.

⇒ **Video 1:** What do you need to do in an emergency?  [First aid](#)


⇒ **Video 2:**  [First aid](#) in an emergency

⇒ Here you can find  [first aid courses](#) in Ingolstadt!

Medicines and pharmacies

Medication

If you need medication, you will receive a prescription from your doctor. You can then obtain your medication with the prescription from any pharmacy. Sometimes the medication has to be ordered. They usually arrive within a few hours.




You can only obtain prescription medication (e.g. antibiotics) if the doctor has issued a prescription (e.g. in pink, blue for privately insured persons). Even with a prescription, not all medicines are free of charge. You usually have to pay a co-payment. This also applies to physiotherapy and other treatments. If you have been given a green prescription, you will have to pay for the medication yourself. If you often need medication, talk to your  [health insurance company](#). You may be exempt from the co-payment.

You can buy prescription-free medication at the pharmacy at any time. You do not need to go to the doctor beforehand. Non-prescription medicines include, for example, many medicines for colds or pain. You can also buy medicines for which you do not need a prescription at the chemist. They cost less there.

Pharmacies



[Pharmacies \(flyers in 12 languages\)](#) are usually open from Monday to Saturday. The opening hours vary depending on the pharmacy (often 09:00 - 18:00). If you need urgent medication at night or at the weekend, you will find a sign at every pharmacy with the name and address of the pharmacy that is open for emergency service. You usually have to ring the doorbell of the pharmacy on emergency duty and someone will open the door for you.


You can find the pharmacy with emergency service in the city of Ingolstadt  [here](#), throughout Bavaria  [here](#) and throughout Germany  [here](#) (enter postcode or town).

Health insurance

Insurance is compulsory in Germany. Do you have a residence permit? Then you must register with a regular health insurance fund. There you will receive an insurance card. This will give you the same benefits as everyone else in Germany.

Do you have an acute illness abroad? You will also receive basic care in many foreign doctors' surgeries and hospitals. You can obtain information from your health insurance fund.

You can choose a general practitioner (family doctor) of your choice. Do you need treatment from a specialist? Then you will receive a referral from your family doctor.

 Are you going to a hospital? Are you seeing a therapist? Are you seeing a doctor? Then take your insurance card with you.

Insurance card

The insurance card is very important. You can use it to go to the doctor. The doctor's work is paid for by your insurance. The card is also your insurance throughout Europe. It is called the European Health Insurance Card (EHIC). You can use it to go to the doctor in any EU country.

💡 Are you travelling to a country outside the EU? Then you should take out additional insurance. Insurance for abroad protects you while travelling. It's called international health insurance.

Would you like to understand the German healthcare system? You can find information on this [website](#). This information is available in German and English.

📖 [Here](#) you will find all the important information about health insurance (read chapter 1). The guide explains the German healthcare system. It is also available in [other languages](#): The "Guide to Health for Asylum Seekers in Germany" and the "Guide to Health for All" are important.

👤 As a refugee or asylum seeker, you are not yet covered by health insurance. You need a health insurance voucher. You can use this to go to the doctor. You can obtain these licences from the [social welfare office](#).

Electronic patient file (ePA)

From **15 January 2025**, a new digital patient file called the **electronic patient file (ePA)** will be introduced in Germany. This file will store all important health data, such as what the doctor has found out about your health, what medication you are taking or what examinations you have had.

Everyone with statutory health insurance automatically receives this ePA. If you do not want this, you can object.

Doctors and patients can access health data quickly and easily via the ePA. But only people who are authorised to do so are allowed to see the data. This keeps the data secure.

How can insured persons refuse to set up an ePA? What deadlines apply?

If someone no longer wants to use the ePA at a later date, they can have it deleted. The aim is to enable doctors and patients to work together faster and better to improve health.

If someone wants to refuse the ePA, they must inform their health insurance company. If they do not do this, the EPR will be created automatically.

Important details about the ePA. What do you need to bear in mind?

Contents of the EPA:

- All important information from your visits to the doctor is automatically included in the EPR if it is available in digital form. This means, for example, that findings or diagnoses that the doctor writes down are transferred to the EPR.
- You can also upload information such as vital signs (e.g. your height or weight) or older medical documents to the ePA yourself.
- From 2025, there will be an automatic overview of all the medication you are taking. This will later be supplemented by a special medication plan.

Access rights:

- You can specify which doctors or hospitals are authorised to access your ePA. If you want to make changes, you can do so via the ePA app or contact the ombudsman's office of your health insurance company.
- If your health card is read at a doctor's surgery or hospital, they will have temporary access to your ePA for 90 days unless you object.

Use and accessibility:

- You can manage the ePA via a special app on your smartphone. Each statutory health insurance fund offers its own ePA app, which you can download free of charge from the App Store (for iOS) or the Google Play Store (for Android).
- If you do not have a smartphone, you can get support from pharmacies or special centres to access your ePA.

Legal regulations:

- The introduction of the ePA will initially begin in Hamburg and North Rhine-Westphalia. It will then be available throughout Germany from February 2025.
- Privately insured persons can also use an ePA, although this depends on the insurance company in question.

Advantages:

- The ePA facilitates communication between doctors, hospitals and other medical facilities. It gives you a better overview of your health data.
- The ePA also increases the safety and accuracy of medication.

Challenges:


- Not all documents, such as old paper medical reports, are automatically digitised. However, you can ask your health insurance provider whether they can take over digitisation.
- There may be technical difficulties at the beginning because some doctors have to adapt their practice software.
- Another problem is that there is no multilingual information, i.e. no translations into other languages.

The ePA is an important step towards digitalisation in the healthcare sector. It should improve medical care. It also provides a basis for research.


Would you like to find out more? You can find more information here:

- [!\[\]\(93b46f02aeb0dec7325ae721eddb1f5c_img.jpg\) FAQ of the Association of Statutory Health Insurance Physicians](#)
- [!\[\]\(df95500177ee1448bca3fb6d8db555eb_img.jpg\) Questions and answers on the electronic patient file \(ePA\) by the KBV](#)
- [!\[\]\(bb046f17e347213a23b77fd6f78ea23d_img.jpg\) Information from the consumer advice centre about the ePA](#)

Visit to the doctor and hospital

Always take your health insurance card with you when you go to a doctor's surgery or hospital! If you do not speak German well, take friends who speak German or a  [language helper or language mediator](#) with you. It is important that you understand the doctor well. Ask if you do not understand something.



General practitioners and specialists

If you are physically or  [mentally ill](#), go to your family doctor (general practitioner). You can choose the doctor yourself. If possible, make an appointment. The opening hours of doctors' surgeries vary.


General practitioners carry out the most important examinations and are the first point of contact if you are ill. They will prescribe the necessary medication or send you for further specialist examinations.

If necessary, your GP will give you a referral to a specialist (e.g. orthopaedist, urologist, psychologist). These specialists specialise in a particular medical field, can carry out special examinations and take over further treatment. It is good if the family doctor receives all the examination results.

Paediatricians


Children are usually examined by paediatricians. Regular  [check-ups](#) and  [vaccinations](#) at the paediatrician are important for your child's health and are free of charge.

The check-ups are called U-examinations and are carried out at a specific time. Every child receives a yellow U-booklet with the dates and times. In Bavaria, the U1-U9 examinations are mandatory. You need the U-booklet to enrol in a >>daycare centre. Vaccinations are entered in the vaccination record.


Paediatric practices in the city of Ingolstadt can be found at  [here](#).

Dentists

If you have a toothache, go to a dentist. Dental treatment is covered by health insurance. If a tooth needs to be replaced, you will have to pay a large part yourself. Ask for a cost estimate and talk to your health insurance company.


You can find dental practices in the city of Ingolstadt at  [here](#).

Gynaecologists (gynaecologists)

It is important that women and adolescent women are regularly examined by a gynaecologist. This is called a check-up. This allows diseases to be recognised in good time. You can also discuss the topic of  [contraception](#) there.

You can find gynaecological practices in the city of Ingolstadt at  [here](#).

Men's doctors (urologists)

Men should also see a doctor regularly. Most check-ups are carried out by the family doctor. The urologist specialises in men's diseases. You can also discuss the topic of [contraception](#) there .

You can find men's medical practices in the city of Ingolstadt at  [here](#).

Hospital

You go to hospital if it is an emergency or if you have been admitted. An emergency is when you are in fear for your life, if you are in severe pain and cannot reach a doctor and if you become seriously ill at the weekend. If you are hospitalised, a doctor will send you to hospital.

The costs of hospital treatment, accommodation and food are covered by your health insurance. However, you will have to pay a daily allowance of €10 per day.

💡 If you have a low income, you may be exempt. Talk to your health insurance company.

Emergency room Klinikum Ingolstadt GmbH

[Levelingstraße 21](#), 85049 Ingolstadt

☎ [0841/8802750](tel:0841/8802750)

Emergency Department Clinic Dr Maul GmbH

[Östliche Ringstraße 4](#), 85049 Ingolstadt

☎ [0841/93580](tel:0841/93580)

Medical on-call service

If you need a doctor in the evening or at the weekend and it is not an emergency, you can call here or go to the emergency and on-call practice:

🚑 GO IN-Ärztliche Bereitschaftspraxis Ingolstadt

💡 The entrance is via the 📍 [emergency department - Levelingstraße](#) at Ingolstadt Hospital

[Krumenauerstr. 25](#)

85049 Ingolstadt

☎ [0841 / 886 99 55](tel:0841/8869955)

🕒 Opening hours:

Monday, Tuesday, Thursday 18:00 - 22:00

Wednesday 15:00 - 22:00

Friday 15:00 - 22:00

Saturday, Sundays and public holidays 08:00 - 22:00

GO IN paediatric on-call practice

💡 Treatments take place ONLY in the respective paediatric practice.

Please do not call the office of our GOIN network of doctors.

The addresses and telephone numbers of the paediatric practices on duty can be found in the [table](#) below 📄.

🕒 Opening hours:

Wednesday 16:00 - 20:00

Saturday, Sundays and public holidays 09:00 - 13:00 15:00 - 20:00

Dental emergency service

You can find a nearby dental practice on emergency duty for toothache at weekends and on public holidays on the website Zahnärztlicher Notdienst Bayern (enter postcode).

🌐 www.notdienst-zahn.de/

🌐 [Dentist search](#)

You don't understand the findings of the doctor's surgery or hospital. 🌐 [Here](#) you will find explanations (German only).

Pharmacy emergency service

Which pharmacy in Ingolstadt is open at the weekend or at night?

Search here: 🌐 [Emergency service pharmacy](#)

Emergency numbers - SOS

An emergency is an acute threat to health. You only contact an emergency doctor or ambulance service in the event of an emergency or an acute health threat.

Emergency contacts

Police 📞 [110](#)

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

Ambulance, emergency doctor 📞 [112](#)

Poison emergency call Nuremberg [0911/3982451](#)

Poison emergency number Munich [089/19240](#)

💡 The emergency numbers on mobile phones always work, even if you have a prepaid card without credit/money!

Also interesting: 🌐 [How locating via mobile phone works in an emergency - Send location.](#)

Important information for an emergency call

- **Who is** calling (your name)?
- **Where** has something happened (address)?
- **What** has happened?
- **How** many injured or sick people are there?
- **What kind** of illnesses or injuries are there?
- **Wait** for further questions!

Remain calm. Speak slowly and clearly so that you can be better understood. Do not end the call. The emergency call centre / police will end the call when all important information has been transmitted.

💡 Do not forget your identity card or proof of arrival when you go to hospital! If you are registered with a health insurance company, bring your insurance card with you.

👥 As an asylum seeker, you may only go to hospital without a treatment voucher in an emergency. At the hospital, you must show that you are an asylum seeker with your proof of arrival and the costs will be settled via the Office for Social Affairs.

Counselling centres and offers of help

Here you will find various advice centres for all aspects of health. You can find out what an advice centre is [at](#) 🌐 [here](#).

Help with violence and abuse - Are you a woman in need?

Help with violence and abuse:

Are you a woman in need?

As a woman, you can turn to the following centres:

- if you are threatened by violence or
- are a victim of abuse:

Caritas district centre Ingolstadt - Women's refuge

 [Jesuitenstr. 1](#)

85049 Ingolstadt

 [0841/309 700](tel:0841/309 700)




[0841/309 799](tel:0841/309 799)

 rauenhaus@caritas-ingolstadt.de

 [Caritas Women's Refuge](#)

The women's refuge belongs to the Caritas district centre in Ingolstadt, but is not based there. The address of the centre is not given for the protection of the women concerned.



 Available by telephone around the clock (24/7) (including Sundays and public holidays):

 [0841/309-700](tel:0841/309-700)

Emergency telephone contact

The "Violence against women" helpline

Free and anonymous counselling service in 17 languages

 [11 60 16](tel:116016)  00:00 - 24:00 (24/7)

 www.hilf-telefon.de

Are you or others **in imminent danger?**

Dial the **police emergency number** immediately :  [110](tel:110)


Counselling centres for domestic violence:

Caritas district centre Ingolstadt

Domestic violence intervention centre

 [Jesuitenstraße 1](#)

85049 Ingolstadt


 [0841/309-199](tel:0841/309-199)

 [nterven tionsstelle@caritas-ingolstadt.de](mailto:interventionststelle@caritas-ingolstadt.de)

Wirbelwind Ingolstadt e.V.
Specialist counselling for sexualised violence


[Am Stein 5](#)

85049 Ingolstadt

 [0841/17353](tel:0841/17353)

 beratungsstelle@wirbelwind-ingolstadt.de

 www.wirbelwind-ingolstadt.de

 Appointments by appointment only

Telephone availability:

Monday

Tuesday 09:00 am - 10:00 am

Wednesday 18:00 - 19:00


Thursday 16:00 - 17:00

Friday 10:00 am - 11:00 am

Social Service of Catholic Women e.V. Ingolstadt
Family and life counselling centre


[Schrannenstr. 1a](#)

85049 Ingolstadt

 [0841/93755-0](tel:0841/93755-0)



[0841/93755-30](tel:0841/93755-30)

 info@skf-ingolstadt.de

Diakonie Ingolstadt - Counselling for women
Counselling centre

[Schulstr. 14](#)

85049 Ingolstadt

 [0841/37 08 303](tel:0841/37 08 303)

Monday 08:00 a.m. - 12:00 p.m., 1:00 p.m. - 7:00 p.m.

Tuesday 08:00 a.m. - 12:00 p.m., 1:00 p.m. - 5:00 p.m.

Wednesday 08:00 a.m. - 12:00 p.m., 1:00 p.m. - 3:00 p.m.

Thursday 08:00 a.m. - 12:00 p.m., 1:00 p.m. - 5:00 p.m.


Friday 08:00 - 12:00, 13:00 - 15:00

Counselling centres in case of violence or discrimination

Equal Opportunities Centre - City of Ingolstadt

[Town Hall Square 4](#)

85049 Ingolstadt

 [0841/305-1166](tel:0841/305-1166)



0841 305-1169

@g leichtstellungsstelle@ingolstadt.de

Anti-discrimination centre

[Town Hall Square 4](#)

85049 Ingolstadt

☎ [0841/305-1165](tel:0841305-1165)

@a ntidisk@ingolstadt.de

Help and counselling by phone

Protestant telephone counselling service: [0800/11 10 111](tel:08001110111) (free of charge)

🕒 Around the clock - 24 hours a day

@or chat: www.telefonseelsorge.de

Catholic telephone counselling service: [0800/11 10 222](tel:08001110222) (free of charge)

🕒 Around the clock - 24 hours

@or chat: www.telefonseelsorge.de

Muslim counselling hotline (MuTeS)

☎ [030 / 443 50 98 21](tel:030443509821)

🕒 24 hours a day

🌐 [www.mute s.de](http://www.mute.s.de)

The Muslim Pastoral Care Helpline provides counselling and support both in personal conversations and via chat. We speak German, Turkish, Arabic, English, French, Bosnian, Kurdish, Urdu / Hindi, Persian, Bengali, Somali, Moroccan and Indonesian. Other languages on request. Qualified Muslims work here around the clock on a voluntary basis.

Phone Doweria

☎ [030 / 440 30 84 54](tel:030440308454)

🕒 24 hours a day

🌐 www.diakonie-portal.de/telefon-doweria

Telefon Doweria is a Russian-language telephone counselling service run by the Diakonisches Werk Berlin Brandenburg. It is staffed 24 hours a day by trained, voluntary telephone counsellors, many of whom are migrants themselves and some of whom are Jewish.

Weißer Ring - victims' hotline: ☎ [116 006](tel:116006), 🕒 7 a.m. to 10 p.m. (free of charge nationwide)

Office for Youth and Family / General Social Services:

☎ [0841305-45717](tel:0841305-45717)

Monday 08:00 to 12:30, 13:30 to 16:00

Tuesday 08:00 am to 12:30 pm, 1.30 pm to 4 pm

Wednesday 08:00 a.m. to 12:30 p.m., 1.30 p.m. to 4 p.m.

Thursday 08:00 to 12:30, 13:30 to 17:30

Friday 08:00 to 12:30

On-call service outside opening hours via the police

Counselling hotline for victims of crime:

Police Headquarters Upper Bavaria North: ☎ [0841/9343-1077](tel:08419343-1077)

Psychiatric crisis service:

Telephone counselling and crisis support

 [0800/655 30 00](tel:08006553000) Free of charge

breastcare app

Breast cancer is the most common type of cancer worldwide. In Europe, one in eight women will develop breast cancer in the course of her life. In Germany alone, around 70,000 women are diagnosed with breast cancer every year. The earlier the disease is recognised, the greater the chance of a cure. Around 25% of cases can be prevented by adopting a healthy lifestyle. The breastcare app is science-based. It explains everything important about breast cancer in an easy-to-understand way. It also deals with the topic of early detection. You learn how important a healthy lifestyle is. The app is currently available in seven languages: Arabic, German, English, Farsi, French, Spanish and Turkish.

The breastcare app

- reminds you to palpate your own breasts with a cycle calendar
- explains self-examination step by step with illustrated instructions
- explains risk factors and symptoms and provides specific tips for a healthy lifestyle
- answers questions about medical screening examinations in Germany
- links to numerous contact points such as breast centres, integration officers or support services that women can turn to with questions
- tells stories of women affected that are encouraging

You can download the app from the Apple and Google app stores. The app is free of charge. The app can be used without collecting personal data. It is free of advertising and designed for the long term. Further information in seven languages at: www.breastcare.app

MiMi - With migrants for migrants (MiMi-Bayern)

Do you live in Ingolstadt and come from another country?

Would you like to learn something about the healthcare system in Germany?

MiMi-Bayern offers:

- Free training as a "health pilot" (about 50 hours).
- Migrants give other migrants information on health and illness.


The programme is available in many languages!

Network for Labour and Social Issues NefAS e. V.

[Permoserstrasse 69](#)

85057 Ingolstadt

@ [inda-ga sem@web.de](mailto:inda-ga_sem@web.de)

 [0163/3306982](tel:01633306982)

 [With migrants for migrants \(MiMi\) - Intercultural health in Bavaria](#)

MiMi-Bavaria is a project of the Ethno-Medical Centre e.V.

It is funded by the Bavarian State Ministry of Health and Care and MSD SHARP & DOHME GMBH.

Advice centres for people in need of care and their relatives

Advice centres for people in need of care and their relatives

The advice centres provide information and support on all aspects of ageing. The advice centres are for older people, but also for relatives. Care and dementia are often stressful situations for families. You may not be familiar with this type of support from your country of origin. There are many services in Germany. Seek advice and support free of charge. You will receive help in making a decision. In the end, you decide what you want to do.

You will receive advice and support on topics such as

- Dementia and other age-related illnesses,
- care insurance benefits,
- planning and financing home or residential care,
- Financial assistance,
- Contact with authorities,
- severe disability,
- Care and living wills
 - Care means that someone helps you and makes decisions for you when you are no longer able to do so yourself. This can happen, for example, if you are very ill or can no longer think well.
 - A living will is a document on which you write what you want the doctors to do if you are very ill and can no longer speak. For example, you can say whether or not you want to be given artificial respiration. This helps the doctors and your family to know what you want if you can no longer say what you want.

and much more.


Care support centre Ingolstadt




[Fechtgasse 6](#)

85049 Ingolstadt

 [0841 305 500 40](tel:084130550040)

 flegest@uetzpunkt-ingolstadt.de

 www.pfle.gestuetzpunkt-ingolstadt.de

 [Care guide second edition.pdf](#)

[Flyer for download](#)

[Care support centre Ingolstadt](#)

[Care support centre Ingolstadt in easy language](#)

Foreign languages

[Flyer in English](#)

[Flyer in Turkish](#)

[Flyer in Russian](#)

[Flyer in Arabic](#)

Care counselling can also be provided in foreign languages by prior appointment. If no person from your own social environment is available to translate, a person will be organised to interpret.

Opening hours

Monday 09:00 - 12:00, 14:00 - 16:00

Tuesday 09:00 - 12:00, 14:00 - 16:00

Wednesday closed

Thursday 09:00 - 12:00, 14:00 - 18:00

Friday 09:00 - 12:00

Additional counselling services at the care support centre

- Consultation day on the social benefits of the district of Upper Bavaria is every Thursday from 10 a.m. to 12 noon on the topics of integration assistance for people with disabilities and care assistance for people in need of care.
Please make an appointment: ☎ [089-219821057](tel:089-219821057) or via @ beratung-in@bezirk-oberbayern.de
- The specialist centre for caring relatives of the Alzheimer Gesellschaft Ingolstadt e.V. provides advice on the topics of support for caring relatives and dealing with dementia at the care support centre on Tuesdays by appointment between 9 am and 12 noon.
Please make an appointment: ☎ [0841-8817732](tel:0841-8817732) or via @ info@alzheimer-ingolstadt.de
- The EUTB - Ergänzende unabhängige Teilhabeberatung advises every last Thursday of the month between 2 and 5 p.m. on the premises of the Ingolstadt care support centre.
Please make an appointment: ☎ [0841-99476451](tel:0841-99476451) or via @ margit.retzer.eutb@ospe-ev.de
- The Bayerischer Blinden- und Sehbehindertenbund e.V. (Bavarian Association for the Blind and Visually Impaired) offers advice every last Tuesday of the month by appointment between 9 a.m. and 4 p.m. on the premises of the Ingolstadt Care Support Centre.
Please make an appointment: ☎ [089-55988116](tel:089-55988116) or via @ sabine.ruhstorfer@bbsb.org

💡 Further information and advice centres in the city of Ingolstadt can be found at 🌐 [here](#).


The hospice association helps seriously ill and dying people and their relatives on their way out of life. Lectures, seminars and events offer a good opportunity to provide answers to questions about dying, death and mourning. You can also get involved in the hospice association.

Hospice Association Ingolstadt e.V.



[Levelingstr. 102](#)


85049 Ingolstadt


 [0841/17111](tel:0841/17111)



[0841/17175](tel:0841/17175)

@ nfo@hos pizverein-in.de

 www.hosp izverein-in.de

 Office hours:

Monday - Friday: 09 am to 12 noon

 You can reach us by phone at any time in urgent cases.


You can find explanatory videos on **hospice and palliative care** in several languages at  [here](#).

You can find further information on **advance care directives** at  [here](#).

The Inclusion Officer of the City of Ingolstadt

People with disabilities

The Disability Officer of the City of Ingolstadt

 Advice for the city

The commissioner helps the city of Ingolstadt.

She pays attention to an important law.

The law is called the Bavarian Disability Equality Act.

It protects people with disabilities.

It ensures equal rights for all.

Help for people with disabilities

The representative is a contact person.

People with disabilities can talk to her.

She provides information.

She helps with questions.

She provides support with problems.

Commitment to justice

Women and men should have the same rights.

Women with disabilities should not be disadvantaged either.

The representative is committed to this.

She prevents disadvantages.

She also helps when disadvantages already exist.

☐☐ **Accessibility is important**

Accessibility means:

Everyone can move around easily.

Even in a wheelchair or with a stick.

Accessibility is important in construction.

It is also important in transport.

The commissioner pays attention to this.

☐ **Participation in the city**

The representative is involved in many issues.

She takes a close look.

Especially when it comes to people with disabilities.

She contributes her own ideas.

She is independent.

Nobody tells her what to do.

☐ **Networking and providing information**

The representative talks to many people.

She publicises her work.

She brings people together.

This is called: Networking.

It's a better way to help.

🔗 Find out more about support for people with disabilities [here](#).

Die Inklusionsbeauftragte der Stadt Ingolstadt

📍 [Rathausplatz 4, 85049 Ingolstadt](#)

@ inklusion@ingolstadt.de

☎ [+49 \(0\) 8413051205](tel:+4908413051205)

🌐 <https://www.ingolstadt.de/Inklusion>

Counselling centres for people with disabilities:

⇒ On the website of the city of Ingolstadt there is a [list of counselling centres](#)

⇒ [Counselling, contacts & offers in Ingolstadt](#)

Doctors of the World - Counselling Centre Munich

Doctors of the World - Advice centre Munich

Information pages in many languages can be found here:

- Flyer "[Sexual health and sexual self-determination, pregnancy and birth, protection against gender-based violence: information for refugees](#)"
- Flyer "[My rights in the asylum procedure, The German healthcare system, Mental health: Information for refugees in Upper Bavaria](#)"

People without health insurance

Not everyone in Germany has health insurance. Many women, men and children have no access to medical care. "Doctors of the World" helps free of charge in Munich, Stuttgart, Hamburg and Berlin.

Migrants & refugees

Millions of people are fleeing worldwide, including many children. "Doctors of the World" helps migrants and refugees in many countries. We offer medical care and counselling.

Victims of crises

Natural disasters and conflicts destroy livelihoods. "Doctors of the World" provides emergency aid and helps with reconstruction.

Women & children

Pregnant women, mothers and children need special protection. Many fall ill because there is no doctor or treatment is too expensive. "Doctors of the World" improves their health and strengthens their rights.

Risk groups

Street children, drug users and day labourers have high health risks. "Doctors of the World" helps with projects worldwide.

Help for patients

In Germany, we offer medical help for people without access to the healthcare system. Examples include "open.med" in Munich, Berlin and Hamburg, as well as "MedMobil" in Stuttgart.

Victims of violence - counselling for refugees

All people in Germany have the right to health. However, new arrivals often have difficulties with the system. They require a certificate from the social welfare office for medical care, which often only covers emergencies.


Refugees often experience violence, including in Bavarian accommodation centres. Language barriers and discrimination make it difficult to access help and make things worse.

"Doctors of the world"

Munich office:

[Landsberger Str. 428](#)

81241 Munich

 [+498945230810](tel:+498945230810)


 [@info@aerztederwelt.org](mailto:info@aerztederwelt.org)

 www.aerztederwelt.org

Medical aid for refugees

What is medical assistance?

In Germany, you have the opportunity to see a doctor if you are ill or have a complaint.

 Doctors must be able to speak to you. Please clarify before medical treatment whether you can communicate with the doctor. If not, please take a trusted person with you to translate the treatment.

In exceptional cases, you can apply for the costs of an interpreter to be covered. This must be requested in advance. If necessary, please speak to the [Social Welfare Office](#) in good time (before the appointment).

Which doctor can you see?

If you live in the ANKER centre

Please go to the camp doctor. This is located on the grounds of the ANKER facility. You can make an appointment there. Your local accommodation manager will be able to help you.

The camp doctor will decide whether you need to see a specialist. In this case, your local accommodation management will help you to make an appointment.

Important: If you make an appointment with a specialist yourself, you must always

- a referral from the camp doctor **and**
- a health treatment voucher from the Office for Social Affairs.

Without these documents, you will not usually be treated at the practice. Therefore, please always contact the camp doctor and the counsellors at the ANKER Centre first.

If you live in decentralised refugee accommodation, in shared accommodation or privately

If you do not yet have a health insurance card: You must apply for a health treatment voucher at the Social Welfare Office.

You can go to these doctors with the health treatment voucher

- General practitioner

- Gynaecologist
 - Paediatrician
 - dentist
 - ophthalmologist
1. To do this, you must make an appointment with a doctor of your choice in the Ingolstadt city area.
 2. Then inform the Social Welfare Office of your appointment in good time.
 3. The Social Welfare Office will examine your case and then issue a health treatment voucher.
 - You can do this in person on site or by e-mail, see "[How to contact us](#)".

💡 You are not allowed to see another specialist doctor with this.

💡 You may only see another specialist if the above-mentioned doctors issue you with a corresponding referral.

How do you get a health insurance card?

Under certain conditions, you can obtain a health insurance card after 18 months. The Social Welfare Office will check the requirements for this without being asked, see [§ 2 AsyBLG](#).

Medical aids, therapies and operations

Sometimes people need medical aids, for example

- a wheelchair,
- a corset,
- therapy, e.g. physiotherapy
- an operation, e.g. for a broken bone.

The doctor must issue a prescription for medical aids and therapies. For an operation, the doctor must write a doctor's letter explaining the diagnosis and your need.

If you do not yet have a health insurance card, an **application** must be submitted to the **Social Welfare Office** with this prescription/doctor's letter.

The Social Welfare Office will check whether the requested treatment is eligible for cover and will usually contact your doctor directly. You will often also be asked to obtain a cost estimate or to consult an expert.

💡 In the event of illness, the Social Welfare Office can only cover the costs that are absolutely necessary

- to treat acute illnesses and painful conditions or
- to prevent significant damage to health or
- to avert danger to the general public.

Pregnancy and birth - counselling, support, help

What needs to be considered during pregnancy and birth?

Pregnancy

- Are you pregnant?
- Are you having a baby?
- Take a pregnancy test!
- You can buy a pregnancy test in a pharmacy or drugstore.

Gynaecologist

- Go to the gynaecologist:
- The gynaecologist takes care of you and your child.
- ⇒ **You can search for gynaecologists in Ingolstadt [here!](#)**

Mother's passport

- You will receive a mum's passport:
- The mother's passport contains the results of the examinations.
- **The mum's passport is important!**
- You must always take your Mutter-Pass with you to the gynaecologist.
- The maternity passport is not an identity card.

💡 **Please go for regular check-ups!**

Health insurance

- The **health insurance fund pays for pregnancy examinations.**
- Go for regular check-ups!
- Do you have any questions?
- Ask your gynaecologist.
- He will help you.
- ⇒ **There is also lots of information on the internet in many languages.**


💡 Information on 🌐 [health insurance](#) here in the app.


Midwife

- **The health insurance also pays for counselling from a midwife.**
- The midwife can come to your home.
- Before the birth and after the birth of the baby.
- How can the midwife help you?
- ⇒ Information about the work of midwives

💡 Do you urgently need a midwife, but can't find one who has time for you and your baby?


You can get help here:

 Midwife Centre Ingolstadt
Stinnesstraße 6
85057 Ingolstadt

 0841/12127494

Consultation hours: Mon. to Fri. from 9 to 11 a.m.

@h ebammen zentrale@igeltern.de

 www.hebammenzentrale-igeltern.de

 Please note: In the event of a medical emergency, please call the emergency services immediately on 112.

 You can also get medical help from the nearest clinic, gynaecological practices or the medical on-call service on 116 117.

Looking for more advice?

⇒ Have a look at "[Who can help me? Advice on health and illness](#)".

- Help telephone "Pregnant and many questions": [0800 4040020](#)
- Link: "[Pregnant and many questions](#)" in many languages Federal Ministry for Family Affairs, Senior Citizens, Women and Youth
- Link: [Information on pregnancy and birth in many languages](#)
- [Your ammely midwife video counselling](#)

Support from family midwives

You can ask the midwife questions:

- How do I feed the baby?
- What can I do if it cries?
- You can weigh your baby.
- **When?** Every Tuesday from 3 to 4 pm (not during the summer holidays)
- **Where?** South neighbourhood project, Lore-Kullmer-Str. 161, 93053 Regensburg

Information and contact person:

 [Sozialdienst katholischer Frauen e. V. Ingolstadt](#)

 [Midwife home visit service of the midwife centre](#)

 [Coordination centre for early childhood \(KoKi\)](#)

Birth

The baby is born:

Clinic / Hospital

There is a special maternity clinic in Ingolstadt:

MutterKindZentrum Klinikum Ingolstadt

Consultation hours: Mon - Thu: 08:00 to 16:00, Fri: 8-13.30

☎ [0841/880-2501](tel:0841/880-2501)

🏠 [0841/880-2509](tel:0841/880-2509)

@ hospital-ingolstadt

Registration for pre-inpatient consultation hours

☎ [0841/880-2502](tel:0841/880-2502)

Registration for birth

☎ [0841/880-2532](tel:0841/880-2532)

@ geburt@klinikum-ingolstadt.de

👥 Emergency patients:

You can reach the Clinic for Acute and Emergency Medicine around the clock on 0841 880 - 2750.

Ingolstadt Birth Centre

Gerolfinger Str. 78

85049 Ingolstadt

☎ [0841/99 37 900](tel:0841/99 37 900)

🏠 [0841/993 79 01](tel:0841/993 79 01)

@ info@geburtshaus-ingolstadt.de



www.geburtshaus-ingolstadt.de

The Ingolstadt Birth Centre is a place where women and couples receive holistic and comprehensive care according to their personal wishes before, during and after the birth. Whether your desired birth is to take place in the birth centre, at home or in the clinic, we are at your side.

Midwives and women from other professions work here to strengthen women's confidence in their ability to give birth independently and are ready to support them with their professional expertise.

At home

- You can also have your baby at home.
- ⇒ Ask your gynaecologist.

Birth certificate

What is the birth certificate?

The birth certificate is an **important document**.
You must keep the birth certificate.

The birth certificate says:

- What is the child's name?
- Where was the child born?
- When was the child born?
- Who is the mother?
- Who is the father?

How do you get the birth certificate?

After the birth you must fill in a form.

The form is called: Birth announcement.

You fill in the birth registration form at the hospital or birth centre.

The birth registration form contains

- First name of the child
- Surname of the child
- Much more information about the child and the parents

Important:

- **Mother and father** must sign the birth registration.
- The birth certificate costs €10.

What documents do I need to take with me?

Passport

- **or** residence permit
- **or** fiction certificate
- **or** toleration
- Birth certificate of mother
- Birth certificate of father
- German translation of the birth certificate of mother and father

If you are married:

- Marriage certificate
- German translation of the marriage certificate

I don't have a marriage certificate or birth certificate!

- You do not have all the documents?
- The hospital will **NOT** give you a birth certificate.
- You have to go to the registry office.
- Call and make an appointment at the [registry office](#).

⇒ **Look here for more information.**

Counselling

⇒ You can find pregnancy counselling services in Ingolstadt [at www.ingolstadt.de/Schwangerenberatung](http://www.ingolstadt.de/Schwangerenberatung).

General information on pregnancy and birth

Pregnancy and birth

Pregnant women in Germany enjoy special protection.

They are allowed to seek counselling. You will be cared for by a doctor.

And the state will support you with new purchases for the child.

Take a pregnancy test!

You can buy a pregnancy test here:

[Pharmacies in Ingolstadt | aponet.de](http://www.aponet.de)

[Drugstores Ingolstadt \(Yellow Pages\)](#)

If you are pregnant, you must first go to a gynaecologist. Here you can search

<https://arztsuche.116117.de/>.

Have the check-ups carried out there.

You will then receive a maternity pass. The [maternity pass](#) is a document containing important information about your pregnancy. It also contains information about your health. And that of your child.

💡 Always take your maternity record with you in case of emergencies.

Further links on the topic of child and youth health on the [website of the city of IN](#).

From pregnancy to the first weeks with the baby:

Here you will find important information about [pregnancy and birth](#).

Where you can find advice and help and what you need for the newborn:

Before the birth

Pregnancy counselling

Naming

Midwife centre Ingolstadt

Midwife centre Ingolstadt

Recognition of paternity and custody

After the birth

Birth registration

Family benefits

Child support

Midwife

Midwives support women and their families from the beginning of pregnancy to the end of breastfeeding. Midwives provide counselling during pregnancy. They can help with the birth. After the birth, they introduce breastfeeding. They also take care of the woman's physical and psychological recovery. Every woman can call on the help of a midwife. Most services are covered by health insurance.

 [Website Midwives Association](#)

 [Community of midwives Ingolstadt](#)


Delivery and aftercare


Your gynaecologist will refer you to a maternity clinic. After the birth, ask there for a midwife or obstetric nurse for aftercare. You will receive a birth certificate from the clinic.

In Ingolstadt, [the Mother and Child Centre](#) and the [Ingolstadt Birth Centre - Centre for self-determined birth](#) are modern facilities available at the [hospital](#).

Notification to the registry office

Newborn children must be reported to the [Ingolstadt registry office](#) and, if applicable, to the accommodation management. The maternity clinic will register the birth with the registry office. There you will receive the (provisional) birth certificate for your child together with your identity card, the birth certificate from the clinic and, if available, your marriage certificate.

 Please only present original documents. If your documents are in a foreign language, an officially certified German translation is required.

 If you live in shared accommodation, please give your accommodation manager a copy of the birth certificate so that your child can be registered.

Paediatrician

There are ten early detection examinations (U1-U9 and J1). This means that the child is regularly examined and its development monitored up to the age of 6. The U1 (examination after birth) and U2 examinations usually take place in the clinic. For further examinations, you must make an appointment with your paediatrician.

You can find paediatricians in Ingolstadt here: Enter "paediatrician". 

<https://arztsuche.116117.de>

The "yellow" paediatric examination booklet - [practical questions](#).

By entering the date of birth, you can use this calculator to determine all examination dates from U1 to U9 and J1 for your child and print them out as a PDF:

<https://www.kindergesundheit-info.de>

💡 Proof of complete early detection examinations can be requested when [registering for daycare](#).

Contacts for pregnancy counselling and pregnancy conflict counselling

💡 Important for you - support and counselling during pregnancy

Pregnancy counselling centre

As parents-to-be, you can get answers and support at our pregnancy counselling centre. The counselling is free of charge and is there to help you if you have any questions or concerns. It covers many topics that may be important to you, such as

- Desire to have a child: if you would like to have a child or have questions about preparation, we are here for you.
- Feelings and worries during pregnancy: Some expectant mothers have worries or feel insecure. Even after the birth, there are sometimes stressful feelings. We help you to talk about them.
- Grief and loss: Unfortunately, there are sometimes sad events such as a miscarriage or the loss of a child. We accompany you through this difficult time.
- Financial support: We will show you where you can get financial help, especially from foundations and other organisations.
- Questions about family planning and contraception: If you would like to know how to plan or prevent a pregnancy, we will be happy to advise you.
- Partnership and sexuality: Pregnancy and birth can change your partnership and sexuality. We can talk to you about these topics if you wish.

Pregnancy conflict counselling

If you have an unplanned pregnancy and don't feel sure how to decide, we can help you with pregnancy conflict counselling. The aim of this counselling is to help you make your decision without exerting pressure. You alone decide whether or not to continue with the pregnancy.

In Germany, abortion is permitted under certain conditions. If you decide to do so and require a certificate for a non-punishable abortion, you will receive this after the counselling session, as stipulated in Section 219 of the German Criminal Code.

Even if your partner is unsure or does not know how to deal with the situation, they can come to the counselling session. We will also clarify questions about the costs of an abortion and whether these are covered by an organisation.

Comprehensive support during pregnancy

Being pregnant means experiencing a special time. Many women are joyful and hopeful, but sometimes also uncertain or anxious. In our pregnancy counselling we offer you


- Personal counselling: Everyone has the right to personal and confidential counselling that addresses their specific questions.
- Legal and financial questions: We provide you with information on maternity protection, parental leave, parental allowance and child benefit. We will also help you if you need to

deal with authorities and offices.

- Financial support: If you wish, we can arrange help with baby equipment and more, for example via the "Landesstiftung Hilfe für Mutter und Kind".
- Support during changes and crises: Pregnancy can sometimes bring uncertainties or difficulties. We offer counselling if you find yourself in a crisis due to pregnancy or parenthood.
- Follow-up support: Even after the birth, we are at your side until the child is three years old if you need support.
- Prenatal diagnostics and counselling: If you are planning prenatal examinations, we will advise you on the psychological and social issues that may arise.
- Confidential birth: If you would like to keep your pregnancy and birth anonymous, we offer you the option of planning a confidential birth.

All counselling services at a glance

Our counselling sessions are free of charge and strictly confidential. All people, regardless of religion or origin, can take advantage of these services. We also offer anonymous counselling on request.


 State-recognised advice centre for pregnancy issues
in the public health department



[Esplanade 29](#)

85049 Ingolstadt

 [+49 \(0\) 8413051452](tel:+49(0)8413051452)

 chwange@renberatung@ingolstadt.de

 www.ingo-istadt.de/Schwangerenberatung


 Pro Familia Ingolstadt


Counselling on sexuality, pregnancy or partnership

 [Holzmarkt 2](#)

85049 Ingolstadt

 [+49 \(0\) 8413792890](tel:+49(0)8413792890)

 ingolstadt@profamilia.de

 www.profamilia.de/angebote-vor-ort/bayern/ingolstadt


 Catholic counselling centre for pregnancy issues


SkF e.V. Ingolstadt

 [Schrannenstraße 1 a](#)

85049 Ingolstadt

 [+49 \(0\) 8419375560](tel:+49(0)8419375560)

 chwange@renberatung@skf-ingolstadt.de

 www.skf-ingolstadt.de/Schwangerschaftsberatung

👥 State-recognised pregnancy counselling (SSB) of Diakonie Ingolstadt
-Women's counselling
📍 [Schulstraße 14](#)
85049 Ingolstadt

☎ [+49 \(0\) 8413708303](tel:+4908413708303)
✉ info@frauenberaten-in.de
🌐 www.frauenberaten-in.de

Contraception and family planning

Family planning/contraception

If you

- Do not want to get pregnant
- want to protect yourself from sexually transmitted diseases

you must use a contraceptive during sex. For example, condoms.

There are many different contraceptives. Some cost more money than others. The contraceptives work differently. Find out more! If you are not sure which contraceptive is right for you, ask a doctor.

You can find information on contraception in many languages [here](#)

ATTENTION:

Only condoms can protect you from AIDS and other diseases!
No contraceptive is 100% safe!

Costs for contraception

For women under the age of 23, your health insurance will pay for contraception. You only have to pay a small amount yourself.

If you have little money, the city of Ingolstadt can cover the costs of contraception. You must submit an application to the social welfare office.



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

Children's health

Health insurance for children

Health insurance for your child normally costs **no** money: "family-insured".
Your child will receive an insurance card.
You must take your child's insurance card with you to the doctor.
You do not have to pay any money for your child at the doctor.

Paediatrician

There are special doctors for children: paediatricians (doctors for paediatrics).
They know all about children's health.
Choose a paediatrician for your child.

⇒ [Here](#) you can find paediatricians in Ingolstadt

U-examinations (= paediatric check-ups)

You must take your child to the doctor regularly.
The U-examination is good for your child's health.
The health insurance company pays for the U-examinations.
You will receive an examination booklet (yellow).
Take the examination booklet with you to the examinations!

What are the U-examinations?

You must make an appointment with the doctor for your child's U-examination.
The doctor will examine

- Mobility
- dexterity
- Speech and comprehension
- social behaviour

He advises on various topics:

- Vaccinations
- Accident prevention
- Dental health
- nutrition
- other problems and concerns you have about your child's development

Important: the examination must be carried out at a specific time!

⇒ [Here](#) you can see when your child needs to be examined.

The U examinations are early detection examinations.

This means that if your child is ill, the illness can be detected and treated **early**.

The doctor checks whether your child is developing properly (for example: how well can he or she speak?)

Your child can be supported and encouraged.

Vaccination

The paediatrician can vaccinate your child.
(Vaccination = protection against a disease)
Ask the paediatrician.
The health insurance fund pays for vaccinations for children.

⇒ [Recommended vaccinations](#) for children

My child is traumatised, what can I do?

⇒ Here you can find important information for parents  [Trauma and mental health](#)

Trauma, acute crises and psychological stress

Flight and migration happen when people have to flee from war and violence. This puts them in very difficult situations. Many people suffer the consequences for the rest of their lives. Some only receive help at a late stage. Trauma support is not therapy. But it can help people to live with the consequences of trauma.

There are brochures designed to help people. These are for people who have experienced unbearable situations. Some are for people who look after affected children or young people. Others are for adults who are affected themselves. These brochures are designed to help people cope better with everyday life after such events. They provide practical tips and advice on how to cope better in the new situation.

Here is some helpful information and contacts for trauma support. Especially for refugees and other affected persons:

General information and help

 [Help for traumatised refugees](#)

- Information in various languages.
- Tips for self-help.

 [Psychotherapy online](#)


- The "Ilajnafsy" programme offers psychological support via the Internet.
- Especially for people from the Arabic-speaking world.
- For people suffering from depression and trauma.
- It is available in English, German and Arabic.

 [Trauma picture book](#)

- Is available in many languages.
- Helps children to understand their experiences.

[Help for traumatised children](#)

- Tips for parents on how to help their children.

 [Brochures](#) from Unfallkasse Berlin on the subject of "Trauma - what to do?", also available in several languages.

- Information for relatives and helpers of traumatised children and young people: Describes the behaviour of traumatised children and young people. Gives tips on how to deal with them.
- Information for acutely affected adults and their relatives: A brochure on coping with everyday life after a traumatic event.

[Parents' guide for refugees](#)

- How do traumatised children behave depending on their age?
- And how can parents react correctly?

Here you can also find contacts for telephone counselling and crisis support.

Psychiatric crisis service:

Telephone counselling and crisis support

 [+49 \(0\) 8006553000](tel:+49(0)8006553000) free of charge

Danuvius Clinic Ingolstadt

Trauma outpatient clinic



[Preysingstraße 3-5](#)

85049 Ingolstadt

 [+49 \(0\) 8419339800](tel:+49(0)8419339800)


Ingolstadt Hospital

Trauma outpatient clinic



[Krumenauerstr. 25](#)

85049 Ingolstadt

 [+49 \(0\) 8418800](tel:+49(0)8418800) / [+49 \(0\) 8418802205](tel:+49(0)8418802205)

Hospice and palliative care

[Here](#) you will find a video explaining hospice and palliative care in Germany. The video is available in many languages.

In this [guide](#) you will find information and an overview of services in many languages.

Ingolstadt offers various services for seriously ill and dying people. So you can spend your last days as well as possible.

Clinics

We care for terminally ill people in hospitals. This is provided by special teams. In some cases, there are also special wards. Symptoms, such as pain, are alleviated there.

Palliative care ward at Ingolstadt Hospital

[Krumenauerstraße 25](#)

85049 Ingolstadt

Contact: ☎ [0841/880-0](tel:0841/880-0)

☎ [0841/880-4860](tel:0841/880-4860)



[0841/880-4869](tel:0841/880-4869)

@p alliatj_v@klinikum-ingolstadt.de

Emergency patients:

Around the clock via our emergency clinic - access via [Levelingstraße 21](#)

Consultation hours:

The palliative care unit is available for you 24 hours a day

Hospice

A seriously ill person can be admitted to a hospice during the last period of their life. If they do not need to be hospitalised, but cannot stay at home either. In Ingolstadt there is the Elisabeth Hospice.

Elisabeth Hospiz Ingolstadt gGmbH

[Unterer Graben 26b](#)

85049 Ingolstadt

☎ [0841/88 55 56 - 10](tel:0841/88555610)



[0841\) 88 55 56 - 66](tel:084188555666)

@i [nfo@hos](mailto:nfo@hospiz-ingolstadt.de) piz-ingolstadt.de

Hospice Association

Volunteer hospice carers can help. They are specially trained and visit sick people at home. This is organised by the Ingolstadt Hospice Association:

Hospizverein Ingolstadt e.V.

[Levelingstr. 102](#)

85049 Ingolstadt

☎ [0841/17111](tel:0841/17111)



[0841/17175](tel:0841/17175)

@ nfo@hos pizverein-in.de

Office hours:

Monday - Friday: 09:00 to 12:00

You can reach us by telephone at any time in urgent cases.

Specialised outpatient palliative care (SAPV)

If a dying person has severe and complicated complaints, the SAPV team can support the family doctor. A carer acts as a guide together with the SAPV doctors to look after patients at home. The team also includes a counsellor, a respiratory therapist and a social worker. The statutory health insurance funds pay for this service. The family doctor makes the contact.

SAPV Region 10 GmbH

Am Pulverl 7

85051 Ingolstadt

☎ [0841/8857680](tel:0841/8857680)

@ nfo@sapv v-region10.de

🌐 [www.sapv](http://www.sapv-region10.de) -region10.de

Family guide for people with disabilities

The family guide

🌐 www.familienratgeber.de

Aktion Mensch publishes a family guide. The family guide is aimed at people with disabilities. And their families. It provides information and addresses. There is also a website. There you will find important information about living with a disability.

This information is available in simple and easy-to-understand German:

- Pregnancy and birth,
- from school
- about work,
- leisure time,
- accessibility,
- rights,
- housing,
- counselling,
- health and care insurance and much more.

Infectious diseases Hygiene Protection

Germs and hygiene: important information

There are germs everywhere, such as bacteria, viruses and fungi. Many of them live in and on our bodies. Most germs are harmless. Some even support our health. However, other germs can cause diseases. People can become infected with pathogens. These pass from one person to another via hands, objects or through direct contact. Simple hygiene measures protect you and others from infection.

Wash your hands regularly - it helps! Many pathogens are spread when coughing and sneezing. Germs can also be passed on after using the toilet. Simple steps can keep toilets clean. Food that is contaminated with germs can cause illness. You can reduce harmful germs with good hygiene at home. If you pet animals - whether at home or in a petting zoo - follow the hygiene rules.

You will find up-to-date information in various languages on these pages:

- [Hygiene tips](#)
- [Information about infectious diseases](#)
- [Fact sheets on important diseases](#)

There is also plenty of information on the coronavirus pandemic:

- [Everything about the coronavirus \(SARS-CoV-2\)](#)
- [Current developments on the pandemic](#)

Information can also be found on the [website](#) of the Ingolstadt City Health Department.

Gesundheitsamt | Infektionsschutz

📍 [Esplanade 29, 85049 Ingolstadt](#)

@gesundheitsamt@ingolstadt.de

☎ [+49 \(0\) 8413051461](tel:+49(0)8413051461)

🌐 <https://www.ingolstadt.de/Infektionsschutz>

Bavarian HIV test weeks

The Bavaria-wide HIV testing weeks will take place from 2 November to 30 November 2024.

The health authorities, AIDS counselling centres and AIDS service organisations are offering HIV testing weeks under the motto "Test now".

💡 Counselling is anonymous, confidential and competent.

Outside of the Bavarian HIV testing week, you can also be tested for HIV free of charge and anonymously at the public health department during opening hours.

The opening hours of the public health department are

Monday and Tuesday: 8.00 am - 12.30 pm and 1.30 pm - 4.00 pm

Wednesday: 8.00 a.m. - 12.30 p.m.

Thursday: 8.00 am - 12.30 pm and 1.30 pm - 5.30 pm

Friday: 8.00 am - 12.30 pm

💡 You can also find out more about free and anonymous HIV testing on the website of the Ingolstadt Health Department [Infection Protection & Travel Medicine \(ingolstadt.de\)](https://www.ingolstadt.de/infektionsschutz) and on the website www.testjetzt.de.

Attention: Ticks in Ingolstadt

Tick bites are anything but harmless. Ticks can transmit pathogens. They are active from spring to late autumn.

Ticks can transmit tick-borne **encephalitis (TBE)** and **Lyme disease**.



Lyme borreliosis (Lyme disease)

Lyme disease is a bacterial infection. There is no vaccination. The disease is easily treatable with antibiotics. Lyme disease can develop throughout Germany after a tick bite.

In Bavaria, Lyme disease is a notifiable disease.

You can find more information on the [website of the Bavarian State Office for Health and Food Safety](https://www.gesundheitsministerium.de/infektionsschutz).



TBE risk area Ingolstadt

Ingolstadt is part of a TBE risk area. This means that there are many ticks here that can transmit the TBE virus.

What is TBE?

TBE is a disease. The long name is tick-borne encephalitis. It is an inflammation of the brain or nerves. The disease can be serious. You can get severe headaches, fever or even paralysis.

How do you get TBE?

TBE is contracted through a tick bite. Not every tick has the virus - but some do. If a tick with TBE virus bites you, you can become ill.

How can I protect myself?

Going out into nature is great - but you should be careful:

- Wear sturdy clothing: long trousers, socks and closed shoes.
- Use tick repellent on your skin and clothing.
- Check your body after the walk - especially children.
- If you have a dog, check your dog too.
- If you find a tick: Remove it immediately!

Is there a vaccination?

Yes, there is a vaccination against TBE. The vaccination provides good protection against the disease.

- The vaccination consists of three injections.
- Two injections are given a few weeks apart.
- The third injection is given after a few months.
- You are then protected for several years.
- You can have the vaccination done by your GP.
- Health insurance usually pays for the vaccination - especially in risk areas such as Ingolstadt.

💡 [More information on the website of the Robert Koch Institute \(RKI\).](#)

💡 You can find more information on the [website](#) of [the Bavarian State Office for Health and Food Safety](#).

💡 [You can find this brochure on the website of the Federal Institute of Public Health](#)




FSME-Risikogebiete

Neue Risikogebiete seit 2024

(Stand: März 2024)

Quelle: Robert Koch-Institut (RKI), Epidemiol. Bull. 134/2024, www.rki.de

FSME Risikogebiete

Lassen Sie sich rechtzeitig gegen FSME impfen



Was ist FSME?

Die „Frühsummer-Meningoenzephalitis“ (FSME) wird durch Viren verursacht, die vor allem durch Zeckenstiche übertragen werden. Bei schweren Verläufen (häufiger bei Erwachsenen) können sich Gehirn, Gehirnhaut und/oder Rückenmark entzünden.

FSME-Impfung: Für wen?

Die Ständige Impfkommission (STIKO) empfiehlt den Impfschutz allen, die in FSME-Risikogebieten durch Aufenthalt im Freien mit Zecken in Kontakt kommen können.

Sprechen Sie mit Ihrer Ärztin oder Ihrem Arzt über das Ansteckungsrisiko und die FSME-Impfung.

Schutz vor Zeckenstichen

Zecken können überall in Deutschland zudem die sogenannte Borreliose übertragen, gegen die es keine Impfung gibt. Daher ist es wichtig, sich bei Aufenthalt in der Natur zusätzlich vor Zecken zu schützen (z. B. geschlossene Schuhe, lange Hosen, zeckenabweisende Mittel). Im Anschluss sollten Körper und Kleidung sorgfältig abgesucht und Zecken schnell entfernt werden.



Weitere Informationen zur FSME finden Sie unter: www.impfen-info.de

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Bundeszentrale für gesundheitliche Aufklärung (BZgA), 53175 Köln
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BZgA Bundeszentrale für gesundheitliche Aufklärung

Self-help groups in Ingolstadt

Self-help groups in Ingolstadt

There are many self-help groups in Ingolstadt. People with similar problems or illnesses meet there. They talk about their experiences and help each other.

What are the benefits of a self-help group?

- You get to know people who have similar worries.
- You get tips from those affected.

- You don't feel alone.
- You exchange ideas regularly.
- You gain new strength for everyday life.

💡 A self-help group is no substitute for therapy. But it can help you to cope better with the situation.

Where can I find a self-help group?

- [KISS Ingolstadt](#): This organisation provides information about groups and helps you to set one up.
- [Ingolstadt health authority](#): There are lists of groups in the region.
- Doctors and hospitals: They often have information on suitable groups.

💡 If you are looking for help, get [in touch](#). Sharing experiences with others can give you courage.

Special features in the event of an accident at work

Reporting an accident at work

If an accident at work results in someone being unable to work for more than three days, this must be reported to the relevant employers' liability insurance association or accident insurance fund. The company takes care of the notification. With many employers' liability insurance associations, the accident can be reported online. The doctor writes a report and forwards it to the accident insurance organisation.

After an accident at work: see a transit doctor!

Accident insurance physicians treat injuries caused by an accident at work. You must consult a general practitioner if the injury means that you are unable to work for longer than the day of the accident. Even if the treatment lasts longer than a week or if remedies have to be prescribed, a visit to the accident doctor is necessary. This also applies if you become ill again due to the consequences of the accident.

In the case of minor injuries, the accident insurance consultant will refer the patient to the family doctor. The transit doctor monitors the healing process and can set appointments for follow-up examinations.

In the case of injuries to the eyes, throat, nose or ears, you can also consult a specialist directly or be referred by the transit doctor.

Finding a transit doctor

All employees are insured against accidents at work. The insurance cover also applies to the journey to and from work. Occupational illnesses are also covered by the employers' liability insurance association. It pays the costs of medical care, treatment and rehabilitation. In the case of temporary work, the employers' liability insurance association of the company is responsible, usually the administrative employers' liability insurance association.


What to do in the event of an accident at work?


If you have any questions or in the event of an accident at work, please contact:

 [Behaviour in the event of an accident at work](#)

Southeast regional association

 [Fockensteinstraße 1](#), 81539 Munich

 [030 13001 5800](#)

 v-suedo_st@dguv.de

 [German Social Accident Insurance](#)

Advice centres on health care proxy / care directive / legal care

Do you need help because you or your relatives can no longer take care of things yourself?

This may be due to an illness or disability. Then you may need a legal carer. A court appoints this carer. This can also be a family member.

You can also make your own plans.

You give a power of attorney to a person you choose. This power of attorney applies if you can no longer make decisions yourself.

The care centres will help you with these questions:

- When do you need a carer?
- How does a carer do their job properly?
- How do you write a health care proxy?
- What should be included in a living will?

The care centres will also confirm your signature on your powers of attorney.

The staff will come to you when you make an appointment. They will come to your home, hospital or care home.

You can find the care centre here:

Office for Social Affairs - Care Centre

 [Auf der Schanz 39](#)

85049 Ingolstadt

Telephone: [+49 \(0\) 84130550220](#)

E-mail: betreuungsstelle@ingolstadt.de

Internet: www.ingolstadt.de/Rechtliche-Betreuung

Guardianship associations offer additional help

Guardianship associations provide advice on powers of attorney, guardianship and living wills. They help carers, authorised representatives and those affected. They offer courses for new and

experienced carers.

You can find the carers' associations here:

Caritas counselling association

📍 [Jesuitenstraße 1](#)

85049 Ingolstadt

Telephone: [+49 \(0\) 841309189](#), [+49 \(0\) 841309124](#)

E-mail: vereinsbetreuung@caritas-ingolstadt.de

Internet: www.caritas-kreisstellen.de/ingolstadt

Support organisation SKF - Social Service of Catholic Women

📍 [Schrannenstraße 1a](#)

85049 Ingolstadt

Phone: [+49 \(0\) 841937550](#)

E-mail: info@skf-ingolstadt.de

Internet: www.skf-ingolstadt.de

Healthcare proxy or power of attorney / care directive

Difference between health care proxy and guardianship

- A health care proxy does not require a court. The authorised representative acts on behalf of the person concerned if they can no longer act for themselves. As a rule, the court does not examine the suitability or the decisions of the authorised representative.
- This is different with a power of attorney for care. The court checks the suitability of the carer. The carer needs the court's approval for important decisions. The court can also appoint another carer if necessary.

Advantages and disadvantages of the care directive

Advantages:

- You decide who makes decisions for you.
- You can appoint several people.
- The directive can be revoked at any time.
- The court can appoint a person of your choice.
- The court's control limits abuse.

Disadvantages:

- The court is involved.
- The procedure takes longer to become valid.
- There is control by the court.
- Limited control over your own assets, especially in the case of spouses.

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

Specialist Centre for Care and Disability Facilities - Quality Development and Supervision (FQA)

The Specialist Centre for Care and Disability Facilities - Quality Development and Supervision (FQA) in Bavaria has important tasks.

These tasks help to ensure that care and disability facilities work well and that people are well looked after there.

Carry out inspections:

The FQA regularly visits care and disability facilities. During these visits, they check whether everything is going well. For example, they check whether the residents are being well looked after and whether the rules are being adhered to.

Offering advice:

The FQA gives tips and advice to the facilities. This helps the facilities to improve their work. For example, they explain how to organise care better or how to train staff well.

Ensuring quality:

The FQA makes sure that the quality in the facilities remains good or improves. They check whether the carers are well trained and whether the facilities have enough staff.

Dealing with complaints:

If residents or their families are not satisfied, they can complain to the FQA. The FQA then investigates the complaints and helps to find solutions.

Protecting residents:

The FQA ensures that residents are safe in the facilities. They make sure that no one is treated badly and that residents' rights are respected.

The FQA therefore works to ensure that people in care and disability facilities are well. It inspects, advises, ensures quality, deals with complaints and protects residents. The FQA does all of this in Bavaria.

💡 You can find more information about care places in Ingolstadt [here](#).

Fachstelle Pflege- und Behinderteneinrichtungen - Qualitätsentwicklung und Aufsicht (FQA) | Heimaufsicht

📍 [Esplanade 29, 85049 Ingolstadt](#)

✉ [@fqa@ingolstadt.de](mailto:fqa@ingolstadt.de)

☎ [+49 \(0\) 8413052507](tel:+4908413052507)

🌐 <https://www.ingolstadt.de/Rathaus/Verwaltung-Bete...>

💡 Appointments by appointment only.

Care support centre Ingolstadt

The Ingolstadt care support centre is a place where you can get free advice. Our counsellors will be happy to help you.

Our work is laid down in the [law](#). We must remain silent if you tell us something.

The care support centre in Ingolstadt is supported by various organisations:

- The health and care insurance funds
- The district of Upper Bavaria
- The city of Ingolstadt

You can also download flyers [here](#). These are available in 4 languages and in plain language.

Pflegestützpunkt Ingolstadt | Pflegeberatung

📍 [Fechtgasse 6, 85049 Ingolstadt](#)

✉️ [@pflegestuetspunkt@ingolstadt.de](mailto:pflegestuetspunkt@ingolstadt.de)

☎️ [+49 \(0\) 84130550040](tel:+49(0)84130550040)

🌐 <https://www.pflegestuetspunkt-ingolstadt.de/>

Opening hours

Monday and Tuesday: 09:00 to 12:00, 14:00 to 16:00

Wednesday: closed

Thursday: 09:00 to 12:00, 14:00 to 18:00

Friday: 09:00 to 12:00

Additional counselling at the care support centre:

Consultation day on the social benefits of the district of Upper Bavaria:

- When: Every Thursday from 10:00 am to 12:00 pm
- Topics: Integration assistance for people with disabilities and care assistance for people in need of care
- To make an appointment: [089 219 821 057](tel:089219821057) or beratung-in@bezirk-oberbayern.de

Specialist centre for caring relatives of the Alzheimer Gesellschaft Ingolstadt e.V.:

- When: By appointment only. Tuesdays between 09:00 and 12:00
- Topics: Support for family carers and dealing with dementia
- To make an appointment: [0841-8817732](tel:0841-8817732) or info@alzheimer-ingolstadt.de

Supplementary independent participation counselling (EUTB):

- When: Every last Thursday of the month from 2:00 p.m. to 5:00 p.m.
- Where: At the care support centre in Ingolstadt
- To make an appointment: [0841 994 764 51](tel:0841_994_764_51) or margit.retzer.eutb@ospe-ev.de

Bavarian Association for the Blind and Visually Impaired:

When: By appointment only. Every last Tuesday of the month between 09:00 and 16:00

Where: At the care support centre in Ingolstadt

To make an appointment: [089 559 881 16](tel:089_559_881_16) or sabine.pia@bbsb.org