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## Help in emergencies

### Emergency call to the fire and rescue service: **112**

Danger to life, fire, accidents: **112**

As soon as something happens to you or someone else, call **112** for the fire brigade and rescue service/ambulance.

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

Important information when calling **112**:

- Who is calling (your name)?
- Where has something happened (address)?
- What has happened?
- How many sick or injured people are there? Are there children or adults?
- What kind of illnesses or injuries are there?

Remain calm. Speak slowly and clearly so that you can be better understood.

Do not end the call. The emergency call centre will end the call when all important information has been transmitted.

If possible, bring the following documents with you:

Health insurance card (if you are already registered with a health insurance company)

ID card (if you are an asylum seeker, you must prove that you are an asylum seeker with your ID card at the hospital and the costs will be settled via the social welfare office)

### Police: **110**

When can you call the police? If you feel threatened. Or if you are in danger. Or if you are the victim of a criminal offence. Or if you observe a criminal offence or threat. You can also call the police in the event of an accident.

💡 The police are always available. No matter what time of day. Don't hesitate to call in an emergency!

Police emergency number: **110**

### Police stations in the neighbourhood:

Gießen North police station

Berliner Platz 1

35390 Giessen

Telephone: 064170 060

Fax: 064170 0637 99

E-Mail: [PST-Nord-GI.PPMH@polizei.hessen.de](mailto:PST-Nord-GI.PPMH@polizei.hessen.de)

Internet: <https://ppmh.polizei.hessen.de/Startseite/>

Grünberg police station  
Carl-Benz-Strasse 22-24  
35305 Grünberg  
Telephone: 0640191 430  
Fax: 0640191 43109  
E-mail: [pst-gruenberg.ppmh@polizei.hessen.de](mailto:pst-gruenberg.ppmh@polizei.hessen.de)  
Internet: <https://ppmh.polizei.hessen.de/Startseite/>

You can also find the police station responsible for you **here**:  
<https://www.polizei.hessen.de/Service/Meine-Poliz...>

Giessen Police Headquarters  
Berliner Platz 1  
35390 Giessen  
Telephone: 064170 060  
Fax: 064170 0630 69  
E-Mail: [PD-GI.PPMH@polizei.hessen.de](mailto:PD-GI.PPMH@polizei.hessen.de)  
Internet: <https://ppmh.polizei.hessen.de/Startseite/>

Central Hesse Police Headquarters  
Ferniestrasse 8  
35394 Giessen  
Telephone: 064170 060  
Fax: 064170 06 33 39  
E-mail: [ppmh@polizei.hessen.de](mailto:ppmh@polizei.hessen.de)  
Internet: <https://ppmh.polizei.hessen.de/Startseite/>

### **What do the police do?**

The police are part of the state. They ensure order and security in the country. You can trust the police in Germany.

Its most important tasks include

- Public safety: They pursue criminals and help solve crimes.
- At large public events, the police secure the surroundings and ensure peace and order among the people
- Traffic surveillance: The police monitor traffic and ensure safety on the roads
- Accident squad: When an accident happens, the police help. They secure the scene of the accident, document the course of the accident and look for witnesses.
- Counselling and prevention: Police officers give courses, e.g. in schools. There, children learn correct behaviour in road traffic or non-violent conflict resolution.

## Medical on-call service

### Medical on-call service

If you need a doctor at night, at the weekend or on public holidays and it is not an emergency, the medical on-call service is there for you.

You can go to an on-call practice without making an appointment. You will be treated if you need urgent medical help.

To find the nearest on-call medical service, you can call **116117**.

You can also find the medical on-call service on the website:

<https://www.bereitschaftsdienst-hessen.de/>

### Paediatric on-call service

#### Paediatric on-call service

If your child falls ill at night, at the weekend or on public holidays, but it is not an emergency, the paediatric on-call service is there for you.

You can go to a paediatric on-call practice during opening hours without having to register in advance.

Children who need urgent help will be treated there.

You can call the number **116117**. They will tell you where the nearest paediatric on-call service is.

On the website <https://www.bereitschaftsdienst-hessen.de/> you will find all paediatric community services in Hesse.

## Pharmacies emergency service

### Pharmacies emergency service

Pharmacies are usually open from Monday to Saturday.

The opening hours vary depending on the pharmacy - often from 08:00 to 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 can also find this information on the Internet at:

<https://www.apothekerkammer.de/apotheken+notdiens...>

If you do not have a prescription, you will always have to pay for the medication.

## Poison centre

The number of the Poison Information Centre of the states of Rhineland-Palatinate and Hesse is:

**06131 19240**

This telephone number provides you with professional and medical advice around the clock in the event of poisoning of any kind.

If sudden and acute symptoms of illness give rise to the suspicion that it could be a case of poisoning, you can contact the Poison Information Centre of the states of Rhineland-Palatinate and Hesse.

There you can get information, guidance and help:

<http://www.giftinfo.uni-mainz.de/giz/uebersicht.h...>

It is important that you describe the symptoms and the situation in detail:

- Who is affected?
- What did the poisoning probably occur with and in what quantity?
- When did the poisoning take place?
- What are the symptoms?

The Poisons Information Centre is the first port of call to assess the situation and prevent a life-threatening situation from occurring.

If this is already the case, then the emergency number **112** should be dialled instead of the Poisons Information Centre.