

Table of Contents

Health	2
The German healthcare system	2
Visit to the doctor	3
Medicines and pharmacies	4
Emergency numbers - SOS	4
Health insurance	5
Counselling centres and offers of help	6
breastcare app	8
MMM - Malteser Migranten Medizin - Medicine for People without Health Insurance	9
Vaccinations	9
Multilingual information portals on the topic of health	10

Health

The German healthcare system

Many facilities are part of the healthcare system in Germany. The healthcare system has three areas:

- Outpatient medical care by doctors and pharmacies ("outpatient" means: patient goes home after treatment).
- Inpatient medical care through acute care in hospitals ("inpatient" means: patient stays in hospital for treatment).
- Public health service through preventive services provided by the public health department ("preventive" means: services to maintain health and avoid becoming ill).

Outpatient and inpatient care provide medical care for sick people. You can decide for yourself which doctor or facility you go to. This is called freedom of choice.

The public health department fulfils preventive tasks. It is therefore part of the public health service. The office provides advice and information on the subject of health. What is the aim? The office wants to ensure healthy living in the district. The office organises numerous projects at schools. These projects provide information on the topic of "health" in a fun way. They promote healthy living. You can find more information at www.landkreis-vechta.de.

💡 Good to know:

Hospitals treat people who are seriously ill or have life-threatening injuries. Do you have a minor injury or illness? Is it **not** an emergency? Then it's best to go to a doctor's surgery. You will get good help there!

Do you need a doctor at night or at the weekend - but it's not an emergency? Then you can call here and find out which doctor's surgery is currently open:

Medical on-call service

only in the evening and at weekends

☎ [116 117](tel:116117)

Dental emergency service

only at weekends

📍 www.zahnarzt-notdienst.de

Pharmacy emergency service

You can find a list of emergency service pharmacies [here](#):

[08000022833](tel:08000022833) (free of charge)

from mobile phone: 22833 (max. 69 cent/min.)

The German healthcare system in 14 languages

In the brochure "[Gesundheit für alle](#) - Ein Wegweiser durch das deutsche Gesundheitswesen" you will find all the important information in 14 languages.

Guide from the district of Vechta

The district of Vechta has also produced a guide. The guide is available in many languages. The guide contains up-to-date information on health topics. You will find information on the following topics:

- Health insurance
- Visiting a doctor
- Preventive examinations
- Vaccinations
- Behaviour in an emergency
- Health in Germany

You can find the guide [here](#).

Visit to the doctor

General practitioners and specialists

If you are ill, you go to your family doctor. You can choose this yourself. The GPs themselves determine the opening hours. You should therefore make an appointment if you need help from a GP.

GPs carry out important examinations and are your first point of contact in the event of illness. They also decide what medication you need and whether a specialist examination is necessary.

If necessary, your GP will refer you to a specialist who can carry out specialised examinations.


Make an appointment to see a doctor. If you cannot go to the appointment: Don't forget to call and cancel the appointment.

If you have an eye injury, go straight to an ophthalmologist.

If you have a toothache, go straight to a dentist.

Children are treated by a paediatrician.

If the practice is closed, the medical on-call service can help

 [116 117](tel:116117)

Paediatricians and paediatricians

Children are usually examined by paediatricians. Regular check-ups and vaccinations at the paediatrician are important for the health of every child. The prescribed check-ups are called "U examinations" and are always free of charge and at a specific time. Please take your child to a paediatrician to find out about the regular, prescribed U-examinations.

Dentists and dentists

If you have a toothache, go to a dentist.

Ophthalmologists and eye specialists

If you have problems with your eyes, you can go to an ophthalmologist. Ophthalmologists deal with all diseases that affect the eyes.

Gynaecologists (female and male gynaecologists)

It is important that women are regularly examined by a gynaecologist. This allows diseases to be recognised in good time. This is called a check-up. You can also discuss the topic of

contraception there.

💡 If you need help finding a suitable doctor, ask your helper organisation or accommodation service.

💡 If you are an asylum seeker and need to see a doctor, you will receive a treatment voucher from the social welfare office. With this, the doctor's visit is free of charge for you.

💡 If an operation is necessary and it is not an emergency, the social welfare office must authorise the hospital stay in advance. Your doctor will issue you with a certificate to this effect. Only medically necessary operations can be covered.

Contact:

District of Vechta
Office for Social Affairs and Integration

👤 Mrs Themann

📍 [Ravenberger Str. 20, 49377 Vechta](#)

☎ [+49 \(0\) 44418982001](#)

@2 001@landkreis-vechta.de

Medicines and pharmacies

If you need medication, you will receive a prescription from your doctor. You can get your medication with this prescription at any pharmacy. Pharmacies are usually open from Monday to Saturday. The opening hours vary depending on the pharmacy.

If you need medication urgently 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.

Search for pharmacy emergency services

🌐 www.aponet.de

💡 As an asylum seeker, you will receive many medications without a co-payment. You should therefore ask your doctor about this. If you do not have a prescription, you will always have to pay for the medication.

Emergency numbers - SOS

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

Emergency numbers:

Police ☎ [110](#)

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

Ambulance, emergency doctor ☎ [112](#)

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

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.

Health insurance

You must take out insurance in Germany. Insurance is compulsory. Do you have a [residence permit](#)? Then you must register with a regular health insurance fund. You will receive a card there. This is your insurance card. With it, you will receive the same benefits as everyone else in Germany.

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 in your [town or municipality](#).

Statutory or private health insurance?

There is statutory and private health insurance. Most people have statutory health insurance. Health insurance is paid for by the employee and the employer. Do you earn a lot of money? Are you a civil servant? Are you self-employed? Then private health insurance might make sense. You have to fulfil certain requirements for private health insurance. For example, you need a certain gross income.

Health insurance

Health insurance is taken out with a health insurance company. There are many different health insurance companies in Germany. Each person is free to choose their own health insurance company. [Here](#) you will find an overview of health insurance companies in Germany.

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.

💡 Remember to take your insurance card with you when you are treated by doctors, in hospitals or by recognised therapists.

Insurance in Europe

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 all EU countries.

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

Prevention offers

Prevention programmes are designed to maintain and look after your health. The aim is to avoid illness or damage to your health. The aim is to reduce the risk of illness or delay its occurrence. This is why most health insurance companies pay at least part of the cost of prevention programmes. Sometimes they also cover the entire costs. Prevention programmes can include yoga classes, back training, nutrition courses and much more.

Take advantage of prevention programmes. Ask your health insurance company! This way you can protect and maintain your health.

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

Counselling centres and offers of help

Violence against women helpline

☎ [+49 \(0\) 8000116016](tel:+4908000116016)

🌐 www.hilfetelefon.de

The violence against women helpline advises women affected throughout Germany. The counsellors provide advice on all forms of violence against women. Do you need help where you live? Then the counsellors will refer you to suitable local facilities. Online counselling is also possible via the website. The counselling sessions are confidential. Would you like to remain anonymous? That's no problem. You don't have to give any personal details on the phone. This also applies on the website. If you have hearing difficulties, you can book an interpreting service

via the website. This costs you nothing. The conversation with the counsellors will be translated into German sign language. It can also be translated into written language. Counselling is possible in many languages via interpreters.

Women's counselling in cases of violence and threats

Women's counselling / BISS counselling and intervention centre for the Cloppenburg/Vechta police station

📍 [Mühlenstr. 51, 49661 Cloppenburg](#)
☎ [+49 \(0\) 4471930830](#)
✉ [@frauenberatung@drk-cloppenburg.de](mailto:frauenberatung@drk-cloppenburg.de)

This counselling service is for women of all ages, cultures and sexual orientations. They can find professional and women-specific support here. Counselling is provided by women for women and can take place over the phone, in person or anonymously.

White Ring

☎ Victims telephone: [116006](#) (free of charge nationwide)
✉ info@weisser-ring.de
🌐 Online counselling: www.weisser-ring.de

The White Ring helps victims to find their way out of difficult situations. This is done through personal counselling as well as emotional and financial support. They accompany victims to court and official appointments and stand by their side. They help with the enforcement of the Protection against Violence Act and show what legal means are available. They support you with help checks for initial legal and psycho-traumatological counselling.

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 German: from school, to work, leisure, accessibility, rights, housing, counselling, health and care insurance and much more.

Caritas advice centre for parents, children and young people

📍 [Neuer Markt 30, 49377 Vechta](#)
📍 Damme branch: [Kirchplatz 18, 49401 Damme](#)
☎ [+49 \(0\) 44418707690](#)
✉ [@beratungsstelle@caritas-sozialwerk.de](mailto:beratungsstelle@caritas-sozialwerk.de)

Parents, children, adolescents and young adults who have problems with their environment or themselves can find support here. Employees who work with children and young people in institutions can also find support here.

Addiction Counselling Centre Vechta

📍 [Dominikanerweg 8, 49377 Vechta](#)

📍 Damme branch: in the House of Caritas, Kirchplatz 19, 49401 Damme

☎ [+49 \(0\) 44416533](tel:+49(0)44416533)

@ suchtberatung@skm-vechta.de

🌐 www.skm-vechta.de

The Vechta counselling centre offers all citizens in the district of Vechta advice and help with questions relating to addiction. They are familiar with the treatment of addiction problems and can offer the following services to those affected and their families:

- Information and counselling, also by email or chat
- Referral to detoxification treatment
- Referral to self-help groups
- Referral to outpatient and inpatient therapy
- Online counselling

Helpline for pregnant women in need

☎ [+49 \(0\) 8004040020](tel:+49(0)8004040020)

🌐 <https://www.hilfetelefon-schwangere.de/>

When pregnancy becomes a challenge, the counsellors from the help hotline for pregnant women in distress are there for you.

Pregnant women, their immediate environment and also professionals can contact the counsellors around the clock before and after the birth, who know the appropriate offers of help. The counsellors will support you regardless of gender, origin, faith, sexual orientation and sexual identity. The help is:

- anonymous,
- free of charge and
- around the clock

Women's and child protection centre

Protection and help for women with children who experience violence.

SKF Vechta - 24-hour telephone

☎ [+49 \(0\) 444183838](tel:+49(0)444183838)

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 affected women 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

MMM - Malteser Migranten Medizin - Medicine for People without Health Insurance

People without general health insurance as well as people without a valid residence status will be able to find a doctor who can perform an initial examination and provide them with emergency care in case of sudden illness, injury or pregnancy at Malteser Medicine for People without Health Insurance (or MMM for short).

Since many patients do not want to visit a doctor's office or a hospital, Malteser assists while maintaining anonymity. Networking and cooperation with churches, associations and clubs enable further help.

Office hours:

Tuesday: 10:00 am to 12:00 pm (except holidays)

Contact:

Malteser Migrant Medicine

📍 Johannissstraße 91, 49074 Osnabrück

☎ [0541/3410](tel:05413410)

☎ [0541/505220](tel:0541505220) (outside office hours)

🌐 [Malteser Migrant Medicine](http://www.malteser-migranten-medizin.de)

Vaccinations

You can be vaccinated to protect yourself against certain infectious diseases. Vaccinations are available against influenza, mumps, chickenpox and rubella, for example. There is no general compulsory immunisation in Germany, except for measles. It is therefore up to each individual to decide for themselves and their children which vaccinations are suitable. It is advisable to seek advice from a doctor in order to weigh up the individual risks and benefits.

There are vaccination recommendations. These take into account a number of factors, such as age, state of health, pregnancy and risk.

Information on this can be found on the website of the [Federal Ministry of Health](#) and on the website of the [Federal Centre for Health Education](#).

Further information on vaccinations can be found on the website of the Robert Koch Institute: [Vaccination calendar in 20 languages](#).

Here you can watch a video on vaccination in 13 languages: [Video on vaccination](#).

On the website of the Robert Koch Institute you will find "Information material on vaccination in various languages".

[RKI website](#)

The most important **immunisations for children** are carried out as part of the [U-examinations](#).

Talk to your paediatrician about which vaccinations are advisable for your child. Your paediatrician can also help you clarify any concerns or questions you may have about vaccinations. Some vaccinations need to be repeated after some time. This is important so that immunisation protection is not lost. Your paediatrician can check whether important vaccinations have been carried out. They will also check whether vaccinations need to be repeated.

Is your child due to attend a [day care centre](#)? Or does it want to go to school? Then it must be immunised against measles. Vaccination against measles is compulsory.

You can find information on the mumps-measles-rubella vaccination on the [website of the Robert Koch Institute](#). The information is available in several languages.

Multilingual information portals on the topic of health

Are you looking for information about health? Or about the healthcare system in Germany? Then take a look at the ["Migration and Health" portal](#). You can choose between 40 languages.

You can also find information on the ["Zanzu" portal](#). And in 13 languages. The topics include, for example

- Family planning
- pregnancy
- Health-related rights

There is also a dictionary of medical terms.