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Health and emergency

Emergency SOS

Emergency numbers:

 **110 Police**

 **112 Fire brigade & rescue service**

(prefix-free and free of charge from all telephone networks)

Important information for an emergency call

The 5 W-questions:

Who is calling?

Where has something happened?

What has happened?

How many injured or sick people are there? Are there children or adults?


What kind of injuries or illnesses are there?


Always remain calm and speak clearly so that you can be understood. Do not end the call. The emergency services / police will end the call when they have all the necessary information.

Stay close by at all incidents so that you can possibly testify as a witness. The rescuers may only be able to help if you explain what has happened. This also applies if you were present at a road accident.


Other emergency numbers

Medical on-call service:  [116117](tel:116117)

Telephone counselling service:  [0800 1110111](tel:0800_1110111)

Child and youth helpline:  0800 [1110333](tel:1110333)

Violence against women helpline:  [0800 116016](tel:0800_116016)





Poison emergency call centre:  [0228 19240](tel:0228_19240)

Emergency outpatient clinics in Neuss

Health emergency

Even without health insurance, you may go to hospital in an emergency. You must show your ID card there.


Emergency outpatient clinics in Neuss

Lukaskrankenhaus GmbH [Preußenstraße 84, 41464 Neuss](#) 0 [2131888](#) 0**Johanna-Etienne-Krankenhaus** [Am Hasenberg 46, 41462 Neuss](#) [02131529500](#)**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 company.


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.

 **You can find a list of all statutory health insurance companies [here](#).**

Insurance card

The insurance card is very important. You can use it to go to the doctor. The doctors' 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 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.

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

As an employee

a distinction is made between statutory and private health insurance. Most employees are covered by **statutory** health insurance. If you have statutory health insurance, you can choose a health insurance company. [List of all health insurance companies](#)

You can insure your family without additional costs.

without an employer

as a family: children, spouses and registered partners can take out statutory health insurance together via family insurance.

Trainees and students: must take out [statutory](#) health insurance.

EU citizens : can use their European health card.

People from third countries: who are not in employment, for example because they have a [visa to look for work](#), must take out private insurance. There are special foreign health insurance policies for this case.

Asylum seekers: If the asylum procedure lasts less than 18 months, treatment is billed via a health insurance voucher. You can obtain this from the [asylum seeker benefits](#) department. If the asylum procedure lasts longer than 18 months, the asylum seeker will be registered with a statutory health insurance company of your choice.

Medicines and pharmacies

In Germany, you can only buy medicines in pharmacies. Every pharmacy can be **recognised** from the outside **by the red A**.



[Here](#) you will find flyers in **12 languages**. Find out more about the pharmacy system.

You can find an overview of pharmacies in your neighbourhood [here](#).

You can obtain **non-prescription medicines** from pharmacies without a prescription, so you don't need to see a doctor first.

You can obtain **prescription medication** if a doctor has issued a prescription. This can have different colours, usually pink. If you take a prescription to a pharmacy, you will receive the medication that the doctor has prescribed. If the prescription medicine is not in stock at the pharmacy, the pharmacy can usually obtain it for you within a few hours.



Doctors

General practitioners and specialists

Are you ill? Go to your family doctor. You can choose your own family doctor. The GPs themselves set the opening hours. Do you want your family doctor to help you? Make an

appointment.

General practitioners carry out important examinations. They are your first point of contact in the event of illness. They decide on the medication you need. They decide whether a specialist examination is necessary.

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

If the practice is closed, the medical on-call service (telephone [116117](tel:116117)) can help.

💡 You can search for emergency practices [here](#). These are doctors who can also help outside opening hours.

Paediatricians and paediatricians

Paediatricians examine children. There are prescribed examinations for children. These are important for your child's health. They are intended to prevent illnesses in children. Children must also be immunised. Vaccinations are important. They prevent children from getting certain diseases. The prescribed examinations are called "U examinations". They always take place at a certain time. They are free of charge. Please consult a paediatrician for more information.

Dentists and dentists

If you have a toothache, go to a dentist.

Gynaecologists (gynaecologists)

It is important that a gynaecologist regularly examines women. This enables doctors to recognise diseases early enough. This is called a check-up. You can also discuss the topic of contraception there.

💡 Do you need help finding a suitable doctor? Ask your support group. Alternatively, ask the counsellor at your accommodation.

💡 Are you looking for asylum? Are you ill? Do you need to see a doctor? Then you will receive a treatment voucher from the social welfare office. With this, the doctor's visit is free of charge for you.

[Department for asylum seeker benefits](#)

💡 Do you need an operation? Is it not an emergency? Then the Social Welfare Office or the Integration Office must authorise your stay in hospital. Apply for authorisation before you go to the hospital. Your doctor will issue you with a medical certificate. The social welfare office will only cover medically necessary interventions.

You can use this page to search for the right doctor in Neuss and filter by language.

🔍 [Doctor search KVNO](#)

Psychological emergencies

The psychiatric outpatient clinic is aimed at patients for whom long-term treatment is medically necessary.

If you don't know what to do, you can also come in person.

Consultations take place in the outpatient centre.


The outpatient centre is open

Mondays to Thursdays 8:30 to 13:00 and 14:00 -17:00

Fridays 8.30 a.m. - 3 p.m.

To make an appointment, please contact the reception of the Psychiatric Outpatient Clinic by telephone.

You can reach the outpatient clinic by telephone:

 [0 2131529](tel:0213152925100) 25100


Monday to Thursday from 9:00 - 13:00 and 14:30 -17:00

Fridays from 9:00 - 15:00.

A referral from a registered doctor is required for treatment in the outpatient centre.

Outpatient centre

 [Nordkanalallee 96, 41464 Neuss](#)

 [0 2131529](tel:0213152925100) 25100

Accessibility by public transport

Bus stop Stadthalle/Museum

Lines: 830, 841, 849, 851, 852, 854, 858, 864, 869, 874, 875

Tram stop Stadthalle / Museum

Line: 709

Further information can be found here:

 [General psychiatric outpatient clinic](#)

Counselling services

Have you or your family come to Germany? Then you can seek advice from organisations. You must be authorised to live in Germany and need a residence permit. Counselling is **free of charge**.

Women's Circle in the Edith Stein Family Forum

 [Edith-Stein-Haus , Schwannstraße 11 , 41460 Neuss](#)

 www.programm.familienforum-neuss.de

Women's counselling centre Frauen helfen Frauen e.V. Neuss

📍 [Market 1-7, 41460 Neuss](#)
☎️ 0 [2131271](#) 378
✉️ mail@fbst-ne.de
🌐 <https://www.fbst-ne.de/>

The helpline

The helpline offers counselling for women in 18 languages. If you need help or advice, you can call **at any time**.

☎️ 116016
🌐 <https://www.hilfetelefon.de/>

Social Service of Catholic Women

📍 [Bleichstrasse 20, 41460 Neuss](#)
☎️ 0 [2131920](#) 40
✉️ nfo@skf-neuss.de
🌐 caritas.erzbistum-koeln.de

Nummer gegen Kummer e.V.

🌐 <https://www.nummergegenkummer.de/>
☎️ [0800116111](#) (for children & young people)
☎️ [08001110550](#) (for parents)
✉️ nfo@nummergegenkummer.de

Telephone counselling

☎️ 0 [8001110](#) 111
☎️ [08001110222](#)
🌐 <https://www.telefonseelsorge.de/>

Youth and drug counselling centre Neuss

📍 [Augustinusstraße 21, 41460 Neuss](#)
☎️ 0 [2131523](#) 790
✉️ rogenberatung@stadt.neuss.de
🌐 <https://www.drogenberatung-neuss.de/startseite.ht...>