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## Health

### Health Insurance

In Germany, you must have health insurance.

There is a statutory health insurance (GKV) and a private health insurance (PKV). Many are with a statutory health insurance fund.

There are different health insurance funds. You are free to choose your health insurance fund. You are allowed to change health insurance companies.

You have to pay for health insurance every month. The amount depends on income.

Children don't have to pay.

You will receive an insurance card from the health insurance company. You must show this insurance card to the doctor.

#### **What does health insurance mean?**

Are you sick? Then the health insurance pays for the doctor (physician), the medication, the clinic.

You usually have to pay something extra. However, there is a "maximum amount" for the co-payments.

You are ill and cannot work? The doctor gives them a "certificate of incapacity for work". (sickness certificate) You give this document to your employer. You will still receive your wages for up to 6 weeks. If you are ill for a longer period of time, you can receive "sickness benefit" from the health insurance fund.

If you have an acute illness in another country, you can also receive basic healthcare in many doctors' practices and hospitals in other countries. You can get information about this from your health insurance provider.

### **Note**

Please always remember to take your insurance card with you when you are treated by doctors, in hospitals or by accredited therapists.

### **Note for persons with a residence permit**

You must register yourself with a regular health insurance company. An insurance card will be sent to you. Then you will get the same healthcare services as all residents in Germany.

### **Information for asylum seekers**

There are different rules for asylum seekers. As a refugee and asylum seeker, you are not yet covered by health insurance. When you arrive in the district, you will receive a health card from the social welfare office. You must present this to the doctor so that he or she can request a treatment certificate. Attention: Health card is not the same as insurance card Further information for asylum seekers can be found here  
<https://integreat.app/neustadt/de/gesundheit/info...>

## Information for asylum seekers

### As an asylum seeker, you are entitled to medical care in Germany:

- for acute illnesses and pain
- for recommended vaccinations (for more information [click here](#))
- during preventive medical check-ups,
- during pregnancy and birth,
- after traumatic experiences (rape, torture, violence).

### Health treatment for asylum seekers


If you do not yet have health insurance, you will get a health card from the social welfare office. You must show this to your doctor. They then request a health care voucher from the social welfare office.

A health treatment voucher is always valid for one quarter (3 months). For each quarter, therefore, a new health care voucher must be requested from the doctor.

- 1. quarter: January, February, March
- 2nd quarter: April, May, June
- 3rd quarter: July, August, September
- 4th quarter: October, November, December

Do you need treatment from a specialist?

Your family doctor will then issue you with a referral. You will also receive a copy of your medical treatment certificate.

 **Note:** Especially for asylum seekers, the health project MiMi (From Migrants for Migrants - Intercultural Health in Bavaria) has created a [health care guide in](#) seven languages.

## Diseases & Hygiene

### Sexually transmitted infections

Some diseases can be transmitted sexually. For example, HIV/Aids or hepatitis. Without treatment, these diseases can have serious consequences.

It is very important to get tested for these diseases if you are sexually active.  
For example, you can take a test for HIV at the health office and get advice.

A lot of information on sexually transmitted infections in different languages is available here.

## **Notifiable infectious diseases**

This includes, for example, scabies, head lice, salmonella.  
If you have one of these diseases, you have to follow rules.  
It must be prevented that other people become infected  
If an infectious disease is detected, the doctor informs the public health department.  
The health department informs the sick person about the rules.

Here you can find important information on many diseases in different languages (English, French, Turkish, Russian, Arabic)

## **Health care**

### **Vaccinations**

Vaccinations can protect you from diseases or severe courses of disease.  
In Germany, vaccinations are recommended by health authorities .  
If you are not sure what to do, you can ask your doctor.  
The health insurance pays for most vaccinations.

Depending on the country you grew up in, you may have already been vaccinated against certain diseases.

However, these diseases may not be widespread in Germany at all.

So even if you are already an adult, you may need to get vaccinated again.

The best thing to do is to ask your doctor specifically about vaccinations for adults during your next visit to their practice.

Timely vaccination is also important for children to protect them from serious diseases.  
Talk to your paediatrician about which vaccinations are recommended for your child.

## **Measles Protection Act in schools and day-care centres**

In Germany, many children attend a day care centre, day nursery or school.

All these children must be vaccinated or immune to measles.

Parents must provide proof.

Staff in day care, day nurseries and schools must also be vaccinated or immune to measles.  
Vaccination against measles is compulsory.

## **You can find more information about vaccinations here:**

Handbook Germany: [Vaccinations for adults](#) (available in nine languages)

Handbook Germany: [Vaccinations for children and adolescents](#) (available in nine languages)

[Vaccination calendar](#) in 20 languages

## Early detection

For many diseases, the chances of recovery are better if the disease is detected early. Even if you feel quite healthy, you go for the check-ups.

The preventive medical check-up (screening) examines whether there is anything conspicuous about your body.

For example, women are examined to see if there is any hardening in the breast. After the examination, the doctor will discuss the results with you.

There are different screening programmes for women, men and children.

There are different screenings for every age

Examples: Dental health, breast cancer, bowel cancer, sexually transmitted diseases.

If you are pregnant, there are special preventive examinations.

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

Important: Before the examination, ask your health insurance company whether the costs will be covered.

Many preventive examinations are paid for by the health insurance.

Further information can be found here: [handbookgermany](#)

## U-examinations for children

Children are typically examined by paediatricians.

Regular check-ups and vaccinations are important for the health of each child.

For children in Bavaria, these early detection examinations are obligatory and are called "U-examinations".

They take place at a specific time and are always free of charge.

At these appointments, the doctor examines whether there is any evidence of a serious illness.

It is examined whether the child is developing according to its age.

The doctor will discuss the results with you and give you information on how your child can grow up healthily.

You can also discuss concerns or questions about the child's health at the check-ups.

At the first U-examination, your child will receive an "examination booklet", also called a "yellow booklet".

Keep this booklet in a safe place and always bring it with you to the check-ups.

The booklet is also important when your child is enrolled in kindergarten or school.

A lot of information about the U-examinations can be found here:

[Child health](#)

[Handbook Germany](#)

## Mental health & Dependence

It is not only the body that can become ill.

The soul can also become ill.

The health of the soul is also important. You also have to take care of the soul.

Many people have experienced bad situations, e.g. violence, fear and helplessness.

Often in the home country or on the run.

But you can also experience stress here in Germany.

You don't know what to do next.

You have to think about the same things over and over again.

It is difficult to process these feelings.

You feel helpless, exhausted or tense.

For example, you can't sleep at night.

It is called mental illness or mental disease.

Some people use addictive substances (alcohol, drugs) or gamble.

At the beginning you think the problems are no longer there.

But one can become addicted to addictive substances. The problems then become bigger and bigger.

It may be that in your country people do not talk about the disease of the soul or addiction. O  
nyone does not want to believe that the soul can also become ill.

Perhaps one is ashamed. People are afraid of negative consequences.


But it is important to take the illness of the soul seriously.

You can get help in Germany.



You can talk about your problems with doctors and counselling centres.

Doctors and counselling centres have a duty of confidentiality. This means You must not tell anyone about this.

## There are various aids


-  [Public health office](#) (here you can get information about the help available in the region during an initial consultation)

May Street 7-9,  
92637 Weiden

 [09602/796010](tel:09602796010) or  [09602/796180](tel:09602796180)

-  [SpDi Counselling Centre for Mental Health, Caritas Weiden](#)

Bismarckstraße 21,  
92637 Weiden

 [0961/389050](tel:0961389050)

- [!\[\]\(6841ca9b0e023296428e7c9e683b9367\_img.jpg\) Specialist outpatient clinic for addiction problems, Caritas Weiden](#)  
Bismarckstraße 21,  
92637 Weiden  
  
[!\[\]\(e258e347e7683f87061f627f84598eb5\_img.jpg\) 0961/39890150](tel:096139890150)
- [Soulfon for refugees](#)  
[!\[\]\(1233990ad3f0b7475c568d7bf16af31f\_img.jpg\) 0228/71002425](tel:022871002425)  
  
Mondays, Tuesdays, Wednesdays: 10 am to 12 pm and 2 pm to 3 pm
- [Krisendienst Oberpfalz](#) (for acute crises)  
[!\[\]\(18570b67a4686b081406cd3de636c1c3\_img.jpg\) 0800/6553000](tel:08006553000)

24/7

### **There are also special clinics, specialists / therapists**

- [!\[\]\(9dc885fa0d6d341860a6e69645e59475\_img.jpg\) medbo Bezirksklinikum Wöllershof - Clinic for Psychiatry, Psychosomatics & Psychotherapy](#)  
Wöllershof 1,  
92721 Störnstein  
  
[!\[\]\(5d2b0686f24c91a69ec6f054f466d184\_img.jpg\) 09602/780](tel:09602780)
- Specialist clinic for rehabilitation in addiction disorders [!\[\]\(ef97c4cf774c94401d40a852a635219b\_img.jpg\) 09602/780](tel:09602780)
- Psychiatric Outpatient Clinic: [!\[\]\(f8ef7bbfeae36453ca014751196aefd5\_img.jpg\) 09602/787412](tel:09602787412)
- [Psychotherapists, neurologists](#)

### **Become active yourself:**

Unfortunately, you often have to wait a very long time for an appointment with psychotherapists, doctors and clinics.

Therefore, it is important to do something for your own mental health:

- Talking about it with trusted people
- Go to a counselling centre
- Do sport
- Meeting with other people
- Giving the day a structure

[!\[\]\(3cb60d42b10e53f9522bb0b392c1c4cd\_img.jpg\) Here you](#) can find information and tips on mental health in different languages (Albanian, Arabic, Bulgarian, German, English, Farsi, Russian, Turkish)

### **Mental health in children**

Children can also become ill as a result of their experiences in their home country or during their flight.

Children often experience stress in Germany as well: new school, new routines, new language, uncertainty and worries of the Eltern...

Children often show the mental illness differently.

Some children are suddenly very quiet and withdraw.  
Some can no longer sleep at night or wet themselves.  
Other children become very wild and active.

Parents are very important for the children.  
Make your child feel safe with you.  
Talk to your child about the feelings.

Under this link there is a [guide for parents](#) in different languages.

## **Emergencies**

If you yourself or others are in a very acute crisis, e.g. you want to hurt yourself or others, then you must dial the emergency number

 112

## **Further information on the subject of health**

There is a lot of information on health in many different languages on the internet, for example Arabic, Kurdish, Persian, Englisch,...

### **Health advisor for asylum applicants**

- \* How does health care work?
- \* What do I do when I am sick?
- \* What help can I get?

### **Signposts for various topics**

- \* Diabetes
- \* Trauma, depression
- \* Maternal health

### **Information for patients on many diseases**

- \* Asthma
- \* Flu
- \* Dementia

## **Health vocabulary**



- \* [Take Care Project](#)
- \* [Picture word book](#)

## Good to know:

Hospitals treat those individuals who are suffering from acute illness or who have life-threatening injuries. If a person has sustained lighter injuries or an illness which does not constitute an emergency, it's best to go to a doctor's surgery. You will be sure to receive excellent assistance there!

You need a doctor at night or on the weekend - but it's not an emergency? Then you can call this number to find out which doctor's surgery is currently open:

## Emergency medical service

only evenings and weekends

☎116117

## Emergency dental service

only weekends

[www.notdienst-zahn.de](http://www.notdienst-zahn.de) (also in [English](#))

## Apothekennotdienst (emergency pharmacy service)

☎0800 00 22 8 33 (free of charge)

from the mobile phone: 22 8 33 (max. 69 cents/min.)

## The German healthcare system in 14 languages

In the brochure ["Health for All - A Guide to the German Health Care System"](#) you will find all the important information in 14 languages.

On the portal ["Zanzu"](#) you can find information in 13 languages. The topics are family planning, pregnancy, rights around health. You will also find a dictionary of medical terms there.

## Visiting a doctor

### Doctor (physician), general practitioner, family doctor

If you are ill, go to the general practitioner first. Often he is also called a family doctor. For children there is a paediatrician

You may choose the doctor (physician) yourself.

This (family) doctor is the first point of contact for all illnesses.  
He will examine you and decide on further treatment.  
If treatment by a specialist doctor is necessary, he will send you there.  
He gives you a referral.

## **Where to find a doctor?**

You can search for a general practitioner on the internet [here](#).  
(Search word: GP and your postcode) Unfortunately, it often takes a lot of patience to find a doctor.

## **How do you get an appointment?**

You call the doctor.  
Ask for an appointment: "I am ill! Can I make an appointment with you?  
Without an appointment you often have to wait a long time.

Doctors normally work Monday to Friday.  
Their opening hours vary depending on the doctor.  
They are generally closed on Wednesday afternoons.

## **Take to the doctor:**

- Health insurance card
- Your medicines
- Sheet with your questions
- if they do not yet speak German: a (trusted) person who can translate.  
Attention: The costs for interpreters are NOT paid

Here you can find many symptoms in other languages (reference to anamnesis sheet)

## **The doctor's talk:**

1. Explain to the doctor why you have come.
2. Tell the doctor what complaints you have.
3. Make sure that the doctor understands you correctly.
4. Ask the doctor if you have not understood something.
5. It is important that you answer all the questions correctly.
6. The doctor can ask: Do you smoke? Do you drink alcohol? Do you do sports?
7. This is important information for the doctor.
8. The doctor needs this information so that he can treat you.
9. Doctors (physicians) have a duty of confidentiality: You can talk to the doctor about anything.  
He or she won't tell anyone.
10. If you need medication, you will get a prescription.
11. Ask how to take the medication. It is very important to follow this carefully.

The doctor should tell you:

- Which disease is it?
- What is the treatment?
- How long does the treatment take?
- Are there any risks or pain associated with the treatment?
- Does the treatment cure the disease?
- Are there other possibilities?

If you cannot go to work because of the illness, then you need a sick note.

Ask the doctor for a sick note.

You must hand in the sick note to the employer immediately.

## **You are ill and the doctors' surgeries are closed? Is it not an emergency?**

### **But you can't wait until the GP is open again?**

If you need a doctor at night or at the weekend and it is not an emergency, you can call here:

Medical on-call service ☎ 116117

Mon, Tues, Thurs: 18:00-21:00

Wed, Fri: 13:00-21:00

Sat, Sun, Holiday: 08:00-21:00

There is also an "on-call practice" in Weiden.

If you need a doctor at night or at the weekend and it is not an emergency, you can come here.  
You do not need an appointment!

#### Ärztliche Bereitschaftklinik (für Erwachsene)

am Klinikum Weiden

Söllnerstraße 16,

92637 Weiden

Monday, Tuesday and Thursday from 6 p.m. to

9 p.m

Wednesday and Friday from 13:00 to 21:00

Saturday, Sunday and public holidays from 08:00 to 21:00

#### KVB-Bereitschaftspraxis der Kinder- und Jugendärzte (für Kinder & Jugendliche)

am Klinikum Weiden

Söllnerstraße 16,

92637 Weiden

Wednesday and Friday from 15:00 to 20:00

Saturday, Sunday and public holidays from 08:00 to 20:00

## **Specialist doctor/specialist**

Specialist doctors are specialised in a medical subject.

They take over further treatment after referral by the general practitioner.

For example: gynaecologist, lung doctor, ear-nose-throat doctor, urologist, orthopaedist...

## **Dentist**

You have a toothache?  
Then go to the dentist.  
You will need to make an appointment in advance.  
If you do not yet speak German: Think of someone who can translate for you.

A dentist is on emergency duty at weekends and on public holidays.  
You can reach the dental emergency service under ☎0941/5987923

For healthy teeth, it is important to brush your teeth every day.  
You can buy toothbrushes and toothpaste in drugstores and supermarkets.  
Important: Do not share these hygiene products with other people.

## **Medication and pharmacies/chemists**

### **Do you need medication or bandages?**

You can get medicines and bandages at the pharmacy.  
You can recognise pharmacies by a big red A above the door.  
Chemist's shops are usually open from Monday to Saturday.  
However, the opening hours vary depending on the pharmacy.

### **You need urgent medication at night, on the weekend or on a public holiday?**

There is always a pharmacy on emergency duty nearby.  
Every pharmacy has a sign with the name and address of a pharmacy that is open for emergencies.  
You can also find this information on the internet: [www.aponet.de](http://www.aponet.de) (Search word: "Pharmacy emergency service", enter your postcode)

For certain medicines ("prescription medicines") you need a prescription.  
See your doctor first. They will give you a prescription.  
You can get your medication with this prescription at any pharmacy.

You usually have to pay ten per cent of the price (minimum 5 and maximum 10€) for the medication.  
This is called a co-payment.

As an asylum seeker, you get many medicines without a co-payment.  
Children under 18 can also get many medicines without a co-payment.  
Ask your doctor about it.  
If you do not have a prescription, you will always have to pay for the medication.

At the pharmacy, you will be told how to take the medicine.  
Take the medicine as it is explained.  
If you have not understood something, ask again.

## **Hospital**

A hospital (= clinic or clinic centre) is a house where very sick people are treated.  
In a hospital there are a lot of doctors and nurses working.  
You only get to a hospital when you're very ill or badly injured.  
You go to a hospital when an [emergency](#) occurs.

In the clinic you cannot choose the doctor.  
The doctor can be a man or a woman.  
You are lying in the room with other people.

The costs for hospital treatment, accommodation and food are paid by the health insurance fund.  
However, you have to pay a daily allowance of €10 for each day.

💡 Don't forget your ID card or proof of arrival when you go to the hospital!  
If you are already registered with a health insurance company, bring your insurance card with you.

💡 As an asylum seeker, you are only allowed to go to hospital without a treatment certificate in case of an emergency.


At the hospital, you must show your arrival certificate in order to prove that you are an asylum applicant and that the costs are covered by the Social Welfare Office.

### **People with disabilities**

Help is available for people with disabilities. Please contact the district representative:

✉ [@blober@grplus-nopf.de](mailto:@blober@grplus-nopf.de)  
☎ 09602-791610

You can also get free advice on the Internet.

On the website of  [Crossroads](#) you will find a lot of information on the following topics:

- The first steps after arriving in Germany
- Health, rehabilitation and care
- Help for family members of children with disabilities
- Social participation and language courses
- Applying for and receiving benefits

You can also send your questions by email to this address:

✉ [@beratung@hi.org](mailto:@beratung@hi.org)