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Health

General information

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.

💡 The [guide](#) will lead you through the German healthcare system. The guide helps you find your way around the healthcare system: It shows the differences in statutory and private health insurance, provides information about medical care and the importance of preventive healthcare as well as long-term care insurance.

You can search for medical practices here: [Arztverzeichnis](#)

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

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 GP.

💡 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 go to the doctor with it. 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'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. This allows you to go to the doctor. You can obtain these licences from the [social welfare office](#).

Visit to the doctor

General practitioners and specialists

Are you ill? Go to your family doctor. You can choose your own GP. GPs set their own opening hours. Do you want your GP to help you? Make an appointment.

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

You can search for medical practices here: [Arztverzeichnis](#)

Your GP will refer you to a specialist if necessary. They can carry out specialised examinations.

If the practice is closed, the medical on-call service (📞 [116117](#)) can help.

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

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-Untersuchungen". They are always at a certain time. They are free of charge. Please consult a paediatrician for more

information.

Dentists

If you have a toothache, go to a dentist.

Gynaecologists (gynaecologists)

It is important that a gynaecologist examines women regularly. This enables doctors to recognise illnesses early enough. This is called a preventive 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 voucher for treatment from the [social welfare office](#). With this, the doctor's visit is free of charge for you.

👥 Do you need an operation? Is it not an emergency? Then the social [welfare office](#) must authorise your stay in hospital. Apply for authorisation before you go to hospital. Your doctor will issue you with a certificate. The social welfare office will only cover medically necessary operations.

Bereich Soziales: Sozialrathaus

📍 **Essener Straße 53, Oberhausen**

☎ [**+49 \(0\) 208259431**](tel:+49208259431)

Medicines and pharmacies

Do you need medication? Then go to your doctor. They will give you a prescription. 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. Do you urgently need medication at night or at the weekend? Every pharmacy has a sign with the name and address of the pharmacy with an emergency service. You can also find this information on the Internet.

Search for pharmacy emergency services

🌐 [Aponet](#)

👥 As an asylum seeker, you will receive many medicines without a co-payment. You should therefore ask your doctor. 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. Do you have an emergency? Then call an emergency doctor.

Emergency contacts

Police ☎ [110](#)

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

Ambulance, emergency doctor ☎ [112](#)

💡 The emergency numbers on mobile phones always work. Don't have any credit on your mobile phone? The number still works!

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. Then you will be better understood. Do not end the conversation. Has all the important information been communicated? The emergency call centre / police will end the call.

💡 Are you going to hospital? Don't forget your ID card or proof of arrival. Are you registered with a health insurance company? Bring your insurance card with you.

👥 As an asylum seeker, you may only go to hospital in an emergency without a treatment voucher. You must show your proof of arrival at the hospital. The hospital will then recognise that you are seeking asylum. The costs will be paid by the social welfare office.

Vaccinations

Thanks to vaccinations, some diseases no longer exist in Germany or only rarely. Vaccinations are therefore important, especially for children.

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

Vaccinations are recorded in a vaccination book.

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

Your doctor is best placed to advise you on which vaccinations are advisable and necessary for you.

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

What is a vaccination?

During a vaccination, the organism is specifically brought into contact with pathogens (antigens). These pathogens cannot cause disease. However, they stimulate the immune system. As a result, the body's own defence substances (antibodies) are formed.

During vaccination, the same thing happens in the body in a gentle way as during an illness:

The body's own immune defence reacts by forming antibodies. Antibodies protect you from the infectious disease in question. Certain vaccinations must be repeated from time to time in order to maintain protection.

[The short film provides you with information about vaccination.](#)

Cancer screening

More and more people are developing cancer. This is why preventive check-ups are very important. The earlier cancer is detected, the greater the chances of successful treatment.

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

In Germany there are screening programmes for [men](#) and [women](#).

Depression

Depression is a widespread illness that affects many people. It is different from normal mood swings and does not only react to everyday problems. Social, psychological and biological factors all play a role in depression.

Depression affects our feelings, thoughts, body, eating behaviour, sleep and relationships with other people. It is not a temporary mood or weakness and you can't just get rid of it.

Anyone can get depression. This is independent of gender, profession, age or stage of life. Even people who appear happy and carefree on the outside can suffer from depression.

But there is help for depression. If you think you may be suffering from it, you should seek support.

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

Addiction

In Germany, [addiction/dependence](#) is a disease and not a personal weakness or a personal failure. Addiction/dependence is also not a question of guilt. People can be dependent on many things: Drugs, alcohol, medication, nicotine, etc.

[Gambling, the internet or computer games](#) can also be addictive. There are often problems in the family, with money, at work or with the police.

You can do something about this. It is a disease and you can get support to free yourself from it.

Christian Hospices Oberhausen


We accompany dying people in their last phase of life. Our hospices want to help ensure that dying is accepted as part of life. We want people to live with dignity until their last breath. We have three hospices in Oberhausen. We offer an inpatient and an outpatient hospice for adults. We also have an outpatient hospice for children, "Mowennest". We also support family

members. Relatives and friends are always welcome here.

How the day is organised depends on the guest's individual situation and wishes.


You can find us here

 [Christliche Hospize Oberhausen](#)

 Vestische Straße 6, 46117 Oberhausen (inpatient hospice)

 [+49 \(0\) 2083026612](tel:+49(0)2083026612)

 info@ch-ob.de

 Pallottihaus, Vikariestr. 2a, 46117 Oberhausen (outpatient hospice for adults)

 [+49 \(0\) 20863593433](tel:+49(0)20863593433)

 Pallottihaus, Vikariestr. 2a, 46117 Oberhausen (outpatient hospice for children)

 [+49 \(0\) 20874014870](tel:+49(0)20874014870)

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 EPC. 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 this 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:

- [!\[\]\(f0543fe51acd79be3858008749d93a88_img.jpg\) FAQ of the Association of Statutory Health Insurance Physicians](#)
- [!\[\]\(b452a1210835992e25e075124622531b_img.jpg\) Questions and answers on the electronic patient file \(ePA\) by the KBV](#)
- [!\[\]\(7bc2b99ff222bd0a25e1cf77d692b0e7_img.jpg\) Information from the consumer advice centre about the ePA](#)

Counselling centres and offers of help

The family guide

Aktion Mensch is publishing 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 via:

- the school
- the profession
- leisure time
- accessibility
- rights
- housing
- counselling
- health insurance
- care insurance

and much more.

 [Family guide](#)

 [Caritas Oberhausen](#)

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 [here](#).

Counselling and testing centre for HIV, AIDS and SEXUALLY TRANSMITTABLE INFECTIONS (STI)

Counselling is free of charge, anonymous and non-judgemental.

We offer counselling on the following topics:

- HIV, AIDS and other sexually transmitted infections
- the transmission routes and protection options (e.g. condom use or PrEP)
- Sexuality and your sexual health

The counselling is tailored to your questions and individual needs.

The counselling can take place

- in person
- by telephone
- by e-mail

Please feel free to contact us.

Testing for HIV and sexually transmitted infections such as syphilis is free, confidential and anonymous:

- syphilis
- chlamydia
- Gonococcus (gonorrhoea)

You can make an appointment by phone or online.


 [02088252597](tel:02088252597)

Counselling is available in German and English.


For other languages, please send us an e-mail to sti@oberhausen.de.

CONTACT

The counselling and testing centre for HIV, AIDS and STI

 Tannenbergsstr. 11-13

Room 0.06
46045 Oberhausen

 [02088252597](tel:02088252597)

[@sti@oberhausen.de](mailto:sti@oberhausen.de)

[Online appointment](#) booking

Prostitutes Protection Act (ProstSchG)

The Prostitute Protection Act (ProstSchG) came into force on 1 July 2017.

The aim of ProstSchG is

- the protection of people who work in prostitution,
- to strengthen the right to self-determination,
- the protection of health,
- the fight against crime and human trafficking
- combating violence, pimping and the exploitation of prostitutes

The law introduces the requirements for operating a prostitution business for the first time. It applies to all sexual services, such as tantra massages or escorts.

What needs to be considered with regard to the obligation to register and the obligation to obtain a licence:

The law states that prostitutes must register and undergo health counselling. A licence is required to operate a prostitution business.

When the prostitutes register, there is an interview with lots of information and counselling. Contact with the authorities helps them to understand their rights and obligations.

The registration procedure:

Health counselling is provided by the health department and is free of charge. A certificate is then issued. Afterwards, registration takes place at the "Citizen Services, Public Order" department with the certificate of health counselling.

The health counselling must have taken place before the first registration of the activity.

After the health counselling, prostitutes aged

- over 21 years of age at least every 12 months
- under the age of 21 at least every 6 months

attend a new health counselling session.

The topics of the health counselling are


- disease prevention
- contraception
- pregnancy
- the risks of alcohol and drug use




Health counselling takes place in a confidential conversation. If necessary and only with the mutual consent of both parties, a language mediator will be used.

The certificate:

After the counselling session, you will receive a health counselling certificate. This is required for registration with the "Bürgerservice, Public Order" department.

On request, this certificate can be issued in your alias or work name.

 Please make an appointment by telephone.

 Olga Reingruber
 Tannenbergr. 11-13, 46045 Oberhausen, Zimmer 0.09
 [02088252204](tel:02088252204)

Fax [02088255330](tel:02088255330)

[@olga.reingruber@oberhausen.de](mailto:olga.reingruber@oberhausen.de)

Tuberculosis care

What is the target group:

- All citizens who have questions about tuberculosis (TBC).
- People who have or have had tuberculosis.
- People who have or have had contact with people suffering from tuberculosis.

What services are available:

- Medical counselling and information about the disease tuberculosis
- Long-term patient care after the illness
- X-ray examinations and laboratory tests
- Intensive counselling on behaviour and lifestyle with tuberculosis
- All consultations and examinations are free of charge.

CONTACT PERSON

Melanie Kothe
 [+49 \(0\) 2088252867](tel:+49(0)2088252867)

[@melanie.kothe@oberhausen.de](mailto:melanie.kothe@oberhausen.de)
Zimmer0.36

Vanessa Schulz
 [+49 \(0\) 2088252320](tel:+49(0)2088252320)

@vanessa.schulz@oberhausen.de
Zimmer: 0.25



monday
08:30 to 12:00
13:30 to 15:00
Tuesday
08:30 to 12:00
13:30 to 15:00
Wednesday
08:30 to 12:00
13:30 to 15:00
Thursday
08:30 to 12:00
13:30 to 15:00
Friday
08:30 to 12:00

DIENSTGEBÄUDE
Tannenbergstraße 11-13
46045 Oberhausen

Counselling centre for people with disabilities

Counselling on the topics:

- Disability issues
- care insurance
- integration assistance
- the provision of aids
- Housing counselling
- Therapy and support options
- leisure activities
- Financial assistance
- Participation in life in society
- the personal budget
- Accompanying support
- arranging contacts with self-help groups, associations, clubs and other service providers
- other service providers
- assistance in finding suitable short-term care places and residential care places

The services are free of charge and for all age groups.

Advice is provided at the advice centre or as part of a home visit.

Contact persons

 Kirsten Habers

 [02088256181](tel:02088256181)

@behindertenberatung@oberhausen.de


Room: 0.32

 Peter Hillebrand

 [02088256116](tel:02088256116)

@behindertenberatung@oberhausen.de

Room: 0.31

 Tannenbergsstr. 11-13 46045 Oberhausen



Monday:

08:00 to 15:00

Tuesday

08:00 to 15:00

Wednesday

08:00 to 15:00

Thursday: 08:00 to 15:00

08:00 to 15:00

Friday

08:00 to 12:00

Please make an appointment by telephone.

Available by telephone from Monday to Friday from 07:30.


Instruction on handling food in accordance with the Infection Protection Act

Persons who wish to take up a professional/commercial activity in which they come into contact with open, unpackaged food require an infection protection certificate. This certificate must not be older than three months. This is the case in the catering sector, in bakeries and in all food processing companies as well as in kindergartens, hospitals and retirement homes.

Instruction is provided in accordance with § 42 and § 43 of the Infection Protection Act.

For further information:

CONTACT PERSONS

 [+49 \(0\) 2088252252](tel:+49(0)2088252252) oder [+49 \(0\) 2088252959](tel:+49(0)2088252959)

@ifSG-Belehrungen@oberhausen.de

AVAILABILITY

Monday

10:00 - 12:00 and 13:30 - 15:00

Tuesday

10:00 - 12:00

Wednesday

10:00 - 12:00 and 13:30 - 15:00

Thursday

10:00 - 12:00

Friday

Closed on

📍 Tannenbergstraße 11 - 13
46045 Oberhausen
Room: 0.40

Addiction counselling

The addiction counselling service offers suitable counselling and support services. There are services on addiction prevention, legal and illegal substances.

The "Addiction Counselling" competence centre can offer good quality.

This also includes people from the field, such as

- the addiction therapists
- social therapists in the field of addiction
- social workers
- social pedagogues

This is how you can reach us:

Dorstener Str. 52

By public transport:

Tram stop: MAN Turbo

Tram line: 122

Bus route: 122, 90, 95, 96

After leaving the tram line, go to Dorstener Straße. You will reach us after 5 minutes on the right-hand side of the road.

Tannenbergstraße

By public transport:

Bus stop: Hauptbahnhof

Social psychiatric service

The city's social psychiatric service Oberhausen provides advice and support for mental disorders and illnesses.

The target groups are

- people with mental illnesses
- people who are unable to make use of other services or facilities due to their disorder
- relatives
- the institutions

The services offered by the social psychiatric service:

- Early detection and contact
- Clarification of the situation in the form of counselling sessions
- Home visits if required
- Support with the initiation of medical and therapeutic measures (e.g. day clinic, rehabilitation, etc.)
- Offers of help after the end of the inpatient stay to prevent relapses (e.g. stabilisation offer)
- Counselling for relatives
- Support with reintegration into the community
- Information on assisted forms of housing and placement in assisted forms of housing (inpatient/outpatient)

@sozialpsychiatrie@oberhausen.de

 [+49 \(0\) 2088252804](tel:+492088252804)

AVAILABILITY

Monday

09.00 a.m. to 11.00 a.m.

14.00 to 15.00

Tuesday

09.00 a.m. to 11.00 a.m.

14.00 to 15.00

Wednesday

09.00 a.m. to 11.00 a.m.

14.00 to 15.00

Thursday

09.00 a.m. to 11.00 a.m.

14.00 to 15.00

Friday

09.00 a.m. to 11.00 a.m.

Child and youth health service - advice centre for movement and perception

We can help you if you have problems with your child:

- Stumbling, falling and bumping into things
- finds it difficult to find his balance
- is very restless and cannot relax
- has difficulty concentrating
- can be easily distracted
- says that he does not feel well
- is aggressive towards other children
- avoids physical contact

Who is the programme for?

The programme is for

- Children and young people who cannot see well and cannot move properly.
- Children and young people who have learning and social behaviour problems.
- Parents and other people who have to deal with those affected.
- Educators, therapists and medical professionals.

What services do we offer?


We offer free counselling and diagnostics for patients of all ages, even without a medical referral.


We organise information events for parents, educators and teachers on the subject of "Motopaedics in everyday life".

We make referrals to outpatient practices, clinics and facilities (occupational, speech, physiotherapy and psychotherapy).


We help with the search for suitable self-help groups and advice centres. We also help with the search for associations and other organisations.

Our telephone counselling and appointments are available from Monday to Thursday.

 [02088256126](tel:02088256126)

 Nadine Jünemann
(motor therapist/systemic family counsellor)

 [Diagnostikraum Motopädie im Souterrain](#)

 [02088256126](tel:02088256126)

 [@nadine.juenemann@oberhausen.de](mailto:nadine.juenemann@oberhausen.de)