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Health

Emergency numbers - SOS

In an emergency, everything has to happen very quickly. **An emergency is when you or other people are in danger.** Then you need help immediately. In an emergency, you can simply call!

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 end the call.

An emergency is an acute danger to health, for example an accident, a serious injury or severe pain.

It is **not** an emergency if, for example, you need a sick note or want to avoid waiting times at the family doctor (GP).

If the situation is acute but not serious enough to call an ambulance (112): Go to the emergency outpatient department of the nearest hospital on your own.

☎ **116117: The number for the medical emergency service**

The emergency number ☎ 116117 connects you to the medical on-call service. It is the right number to call if someone needs immediate medical help but the situation is not life-threatening - and if the normal surgeries are closed. Here you can find out which local on-call practice is open. In special emergencies - for example, if someone is too ill to get to a practice - the emergency service can send an on-call doctor to their home. 116117 is the number of choice for **non-life-threatening** illnesses, for example.

🌐 [Patient service website](#)

💡 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 are paid by the [social welfare office](#).

Keywords: Accident

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.

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

In Germany, insurance is compulsory. Do you have a residence permit? Then you must register with a regular health insurance scheme. An insurance card will be sent to you. Then you will get the same healthcare services as all residents in Germany.

🌐 [Website Krankenkassen](#)

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.

You can choose a general practitioner (family doctor) of your choice. Do you need specialist medical treatment? Then your family doctor will give you a referral.


💡 Are you going to hospital? Are you going to see a therapist? Are you going to see a doctor? Then take your insurance card with you.

Insurance card

The insurance card is very important. It means that when you see the doctor, the treatment will be paid by your insurance. The card also insures you across Europe. It is called the European

Health Insurance Card (EHIC). It means you can see a doctor in all EU countries.

💡 Travelling to a country outside the EU? Then you should get additional insurance. Insurance for other countries will protect you when you travel. It is called foreign health insurance ("Auslandskrankenversicherung").

Do you want to understand the German healthcare system? On this  [Website](#) you will find information. The information is available in German and English.

👥 As refugees and asylum seekers, you do not yet have health insurance. You need a health insurance certificate. This will allow you to see a doctor. You can get these certificates from the [Social Welfare Office \(Sozialamt\)](#).

Visiting a doctor

Family doctors and specialist doctors

Are you sick? Then see your Hausarzt (family doctor). You can choose your family doctor. Family doctors decide their own consultation hours. Do you need help from your family doctor? Make an appointment.

Family doctors carry out important medical check-ups. They are your first point of contact if you are ill. They will decide which medication you need. They will also decide whether you need to see a specialist.

If necessary, your family doctor will refer you to a specialist. These can carry out special examinations.

💡 Do you need help finding a suitable doctor? Ask a support network. Or ask the support staff in your accommodation.

💡 Are you seeking asylum? Are you sick? Do you need to see a doctor? You will then receive a certificate for the treatment from the [social welfare office](#). This means your visit to the doctor will be free of charge.

💡 Do you need surgery? Is it not an emergency? The [social welfare office](#) must then authorise the stay in hospital. Apply for this approval before you go to hospital. Your doctor will provide you with a medical certificate. The Social Welfare Office will only cover medically necessary operations.

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

🌐 You can find emergency medical practices [here](#). These are doctors who can help outside regular consultation hours.


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 (Apotheke). 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 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.

Health department

The public health department (Gesundheitsamt) looks after people's health. It has many different tasks. For example, it ensures that hygiene rules are observed. It also prepares expert reports and opinions for doctors. It is particularly committed to the health of children and young people. It also looks after dental health. Its tasks also include promoting health and preventing illness. People with mental health problems and their families can get help.


Here you can find help on various topics:

- Questions about health so that you can advocate for your health.
- Hygiene in companies. These can be hospitals and care facilities.
- Do you want to work in a restaurant? Then you need instructions from the public health department on how to protect yourself from infection.
- Carrying out anonymous HIV tests.
- Information in schools and kindergartens on how to prevent diseases.
- Examination of children in kindergarten and children before they can go to school.
- Counselling on vaccinations, pregnancy and mental health problems.
- Health counselling on protection for prostitutes.
- Informing the public about health risks.


Please tell the public health department about your topic and make an appointment.

Contact:

Gesundheitsamt des Oberbergischen Kreises

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