



How to ...

**deal with the
health system
in Brandenburg
State**

Welcome to the state of Brandenburg!

Our *How to ...* should help you to quickly find your bearings in the German health system if you or members of your family need medical help.

This *How to ...* can give you answers:

- relating to the legal provisions surrounding medical care according to your residence status;
- where and how you can receive medical attention and who to contact in case of an emergency;
- what services the health care system can offer, and who can utilise them;
- where you can obtain further information.

How is the *How to ...* structured?

So that you can quickly find the relevant information, use the pictograms for the topics and target groups as an easy-to-use guide.

Topics:



Legal provisions



Medical care in a doctor's surgery and at the hospital



Dental care



Preventative healthcare



Medications and other therapeutic products



Emergency care

For each topic section, you will find information for the target groups:



for all members of your family



for women



for children



for pregnant women



You will find internet addresses and phone numbers at the end of each topic section. This allows you to look up points of contact and find out where to get further information on the same topic.

In this *How to ...*, key terms are highlighted in red (for example, [vaccinations ↗](#)). Clicking on these will take you directly to more information on the topic.

External links for internet pages are highlighted in blue. Open the respective page with one click on the link.

The *How to ...* is also available in German, Arabic, Farsi and Russian, in addition to this English version.

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Legal provisions



What does the law say regarding health care of refugees in Germany?

All refugees in Germany and in the state of Brandenburg have a legal right to medical care. Their residence status and/or the relevant [legal provisions](#) ↗ determine which health care services they may receive and by whom. The following information is broken into sections by residence status, each containing information about the applicable laws, the relevant healthcare coverage provider, the scope of cover, any [co-payments](#) ↗ you may have to contribute to, health insurance, and [translation services provided by interpreters](#) ↗.

Residence status:	Asylum seekers, i.e. those in the asylum procedure in accordance with § 1 German Asylum Seekers Act [Asylbewerberleistungsgesetz; AsylbLG]; persons with a temporary suspension of deportation pursuant to § 60a German Residence Law [Aufenthaltsgesetz; AufenthG]; and vulnerable persons as per § 24(1) German Residence Law.
<u>Legal provisions ↗:</u>	German Asylum Seekers Act [Asylbewerberleistungsgesetz; AsylbLG] (§ 4 and 6 AsylbLG)
Healthcare coverage provider:	Social services
Scope of services:	You will receive all the health services necessary for treatment of acute diseases and pain conditions, including dental treatments. Care involving tooth replacement treatments will only be allowed in individual cases. In addition to the medical treatment costs, you will also be reimbursed for medication and dressing materials. You will also receive any medically-necessary preventative care ↗ . Furthermore, pursuant to § 6(2) AsylbLG medical and any other services are to be provided for particularly vulnerable persons. This means: “[...] persons who have a residence permit in accordance with § 24(1) German Residence Law and who have special requirements, such as in cases of unaccompanied minors or persons subjected to torture, rape or other serious forms of psychological, physical or sexual violence.”
<u>Co-payments ↗:</u>	No
Health insurance:	To receive medical care, you will need proof of insurance in the form of the electronic health card, or a treatment certificate if the electronic health card has not been introduced in your district/municipality. With the electronic health card, you can seek medical attention at a doctor's surgery ↗ directly. Treatment certificates are issued by the relevant social welfare office. Once you have the certificate, you can visit a doctor's surgery.
<u>Translation services ↗:</u>	The cost of translation services by interpreters are covered by the social welfare office if you request this service before visiting the doctor.

Residence status: **Asylum seekers, i.e. those in the asylum procedure in accordance with § 1 German Asylum Seekers Act [Asylbewerberleistungsgesetz; AsylbLG]; persons with a temporary suspension of deportation pursuant to § 60a German Residence Law [Aufenthaltsgesetz; AufenthG]; and vulnerable persons as per § 24(1) German Residence Law, after 18 months residency in Germany.**

Legal provisions ↗: German Asylum Seekers Act [Asylbewerberleistungsgesetz; AsylbLG]; German Social Code [Sozialgesetzbuch; SGB] XII

Healthcare coverage provider:

Social services

Scope of services:

After residing in Germany for more than 18 months, you are entitled to health care provision under analogous conditions to citizens as set out in the German Social Code [SGB] V. This means patients have access to the full scope of services under statutory health insurance.

Co-payments ↗:

Yes

Health insurance:

You can choose your health insurance provider freely and receive a (new) electronic health card.

Translation services ↗:

The cost of translation services by interpreters may be covered by the social welfare office if you request this service before visiting the doctor. This will be approved depending on each individual case.

Residence status: **Persons entitled to asylum according to German Basic Law [Grundgesetz]; Refugees as recognised under the Geneva Convention, Beneficiaries of subsidiary protection**

Legal provisions ↗: German Social Code (SGB II and SGB XII)

Healthcare coverage provider:

Social welfare office or job centre

Scope of services:

You will receive the full range of services as under statutory health insurance.

Co-payments ↗:

Yes

Health insurance:

You can choose your health insurance provider freely and receive a (new) electronic health card.

Translation services ↗:

The cost may be covered by the social welfare office or job centre if you request this service before visiting the doctor. This will be approved depending on each individual case.

Residence status:	Unaccompanied minor refugees (up to 18 years)
<u>Legal provisions</u> ↗:	Social Code (SGB VIII) § 40
Healthcare coverage provider:	Youth welfare office
Scope of services:	You have access to <u>the full range of services</u> as under statutory health insurance, where appropriate in consultation with your legal representation (guardianship).
<u>Co-payments</u> ↗:	No
Health insurance:	You will receive an electronic health card. You can apply for the electronic health card with help from your legal representation (guardianship).
<u>Translation services</u> ↗:	The youth welfare office will cover all costs for interpretation services if medical care cannot otherwise be ensured.



Find more detailed information at:

[Guide to the German Asylum Seekers Act](#) ↗
(only in German)

[German Social Code \[SGB\] I to XII and other laws relating to Labour and Employment Law](#) ↗
(only in German)

[] German Asylum Seekers Act § 4 and 6 [AsylbLG]

German Asylum Seekers Act § 4 Services in the Event of Sickness, Maternity and Childbirth

- (1) All medical and dental treatments necessary for the treatment of acute illness and pain shall be guaranteed, including provision of medical and dental treatment, any medical products (medications) and dressing materials, and any other services necessary for recovery, to alleviation symptoms of disease or the sequela of disease. For prevention and early detection of diseases, vaccinations and any medically-indicated preventative medical examinations shall be provided in accordance with § 47 and 52(1)(1) Book XII of the German Social Code [SGB]. Treatments involving tooth replacement shall only be carried out in individual cases where treatment cannot be delayed for medical reasons.
- (2) Medical and nursing care, midwife services, medication, dressing and other therapeutic products must be guaranteed in cases of both expecting and post-partum women. [...]

German Asylum Seekers Act § 6 Other Services

- (1) Other services may be granted on a case-by-case basis, in particular in cases where this is essential to ensuring livelihood or health, where it is requested to cover specific needs of children, or where it is required for the fulfilment of a legal-administrative cooperation obligation. The services shall be provided as benefits in kind; under special circumstances, a monetary payment will be paid.
- (2) Persons who have a residence permit in accordance with § 24(1) German Residence Law and who have special requirements, such as in cases of unaccompanied minors or persons subjected to torture, rape or other serious forms of psychological, physical or sexual violence, shall be provided with all necessary medical care or other assistance.

[] Co-payments for medical services

- Do you have recognised refugee status and receive services from the Job Centre (ALG II) or
- have you been in Germany for more than 18 months and receive benefits in accordance with § 2 German Asylum Seekers Act?

In both cases, you may need to pay a contribution (co-pay) for medical services. No co-payments will be required for children or young persons until they turn 18 years of age. These persons shall only be required to cover travel costs.

There are yearly annual limits on co-payment amounts. A maximum of 2 % of the gross annual income must be paid as contributions to living costs. In the case of severe chronic diseases, a maximum of 1 % shall apply. To determine annual gross income, all income from all persons living in the household will be totalled.

You can be exempted from co-payments for medical services, by way of application, if:

- 2% of gross annual income is paid directly to a statutory health insurance fund;
- 1% of gross annual income is paid directly to a statutory health insurance fund in cases of chronic diseases;
- Contributions collected over the course of the year exceed this payment limit.

In all three cases, you should contact your statutory health insurance body directly to apply for exemption from further contribution payments.

Co-payment amounts:

- Medication and dressing material: 10% of costs, minimum 5 Euros and maximum 10 Euros, but no more than the actual cost.
- In-patient hospital treatment: 10 Euros per day, for a maximum of 28 days per year.
- Treatment material: 10% of cost per application, plus 10 Euros per prescription.
- Assistive equipment: 10% of costs, minimum 5 Euros and maximum 10 Euros, but no more than the actual cost.
- Travel expenses (if these are incurred due to compelling medical reasons and were prescribed by a doctor): 10% of costs, minimum 5 Euros and maximum 10 Euros per trip, but no more than the actual cost.

[] Translation services from interpreters, linguistic and cultural mediation

During visits to the doctor and to the hospital, mutual understanding and speaking the same language is of utmost importance. Misunderstandings can have serious consequences for diagnosis and treatment. During [psychotherapy treatment ↗](#), this is a requirement to ensure all parties can work together. If you do not yet speak or understand the German language well, contact the social welfare office or one of the addresses below before your visit to the doctor. Checks will then be carried out into who is to cover the costs in your case for language (interpreting) and cultural-mediation services. The competent [staff working in migration social work ↗](#) from the districts, the [health authorities ↗](#) or employees in the living accommodation, will be happy to assist you further.

In order to ensure good medical care, relatives or children should not be used as interpreters.



Addresses for translation services (services provided by interpreters)

[Gemeindedolmetschdienst Brandenburg ↗](#)

(only in German)

Telephone: 0331 9676 257

Email: [vermittlungszentrale@isa-brb.de ↗](mailto:vermittlungszentrale@isa-brb.de)

Contact hours: Monday to Thursday 9 am to 4 pm;

Friday 9 am to 2 pm

[Gemeindedolmetschdienst Berlin ↗](#)

(only in German)

Telephone: 030 44 31 90 90 90.

Email: [gmd@gemeindedolmetschdienst-berlin.de ↗](mailto:gmd@gemeindedolmetschdienst-berlin.de)

Contact hours: Monday, Tuesday and Thursday 9 am to 4 pm;

Wednesday 9 am to 12 pm; Friday 9 am to 11 am.

Medical care in a doctor's surgery and at the hospital



Medical care for all physical and mental diseases is mainly provided in out-patient [surgeries](#) and [psychotherapy](#) clinics. If an in-patient admission for treatment in a hospital is required from a medical point of view, you will receive a prescription for hospital treatment. In medical [emergencies](#), admission is carried out by the emergency services (emergency doctor).



In cases of mental/psychological distress

Psychological stress and illnesses may be caused by experiences during flight to a new country and due to war, but also due to challenges on arrival to the new country. Discuss these with your doctor; employees of counselling centres and other specialist services (for example, [migration social workers](#) ↗) can offer you a safe space for these conversations. Free advice on mental health problems and possible help on offer can also be obtained from your competent [health authority](#) ↗ (socio-medical service) in your local district or city. All employees are bound by professional secrecy.

If you have been the victim of violence

Violence impacts on both physical and mental well-being. Violence can also occur within a marriage or partnership, and take many different forms. These may include humiliation, insults, threats, beatings, or even sexual assaults and rape. If you have been a victim of violence, or would like to help someone you know, contact this [Helpline](#) ↗, a counselling centre, or the police.

Care at the doctor's surgery



The first point of contact is the [GP practice](#) ↗. These are surgeries specialised in general medicine and/or internal medicine. If you require any further treatment by other specialists or [psychotherapeutic treatment](#) ↗, your GP will refer you (letter of referral). If you are in need of medical assistance outside of the opening hours of your GP surgery, you can call the medical [on-call service](#) ↗. If needed, someone will visit you to provide further assistance. You can also visit an [on-call practice](#) ↗ if within their opening hours.



The **medical on-call service (telephone 116 117)** always helps when these three conditions are met:

- The symptoms occur at a time when the doctor's office is closed, for example, at the weekend or on a public holiday.
- These must be complaints that patients would normally consult with a doctor in a practice.
- In addition, treatment for medical reasons can not wait until the next day.

Only in life-threatening cases, please call the emergency services under the emergency number 112.



Treatment of children and young people up to the age of 18 is provided in [medical practices](#) ↗ of paediatric and youth medicine, or in general medicine practices. Outside the opening hours, please contact the [paediatric on-call service](#) ↗. If you have any concerns for the mental health of your child and require any help, then please discuss this during doctor's consultations.



The first point of contact for issues relating to women's health and pregnancy are [gynaecology practices](#) ↗. A doctor can help answer any questions you may have about gynaecological disorders, relating to preventing pregnancy (contraception), and will perform [preventative-care examinations](#) ↗ during pregnancy.



During pregnancy, you can also draw on support by a midwife from the gynaecological practice. In this case, you should contact the [midwife service](#) ↗ by the third month of pregnancy. If you have further questions about pregnancy, you can contact a [pregnancy counselling centre](#) ↗.



Doctor's surgery

[Find a medical practice online](#) ↗ (only in German)

On-call medical emergency service (for adults)

By calling **116 117**, you will reach the relevant medical emergency services for your area (free of charge, only in German)

www.116117.de ↗

In Brandenburg, the following office hours apply for the medical emergency service:

Monday, Tuesday and Thursday: 7 pm to 7 am

Wednesday and Friday: 1 pm to 7 am

Weekend: Saturday 7 am to Monday 7 am

Holidays: from 7 am to 7 am

[Find on-call practices in Brandenburg online](#) ↗

(only in German)

Paediatric on-call practices

By calling **01805 5 82 22 32 95**, you can contact the relevant paediatric on-call practice in your area.

(14 cents/minute from a German landline; a maximum of 42 cents/minute from mobiles; only in German)

On-call practice (for children)

Carl-Thiem-Klinikum · Thiemstraße 111

KV RegioMed Bereitschaftspraxis am Carl-Thiem-Klinikum

[KV RegioMed On-Call Practice at the Carl-Thiem Hospital]

Haus 3 Rettungsstelle [Building 3, Rescue Centre]

(via Leipziger Straße)

03048 Cottbus

Telephone: 0355 465822

[Find psychotherapy practices online in your area](#) ↗

(only in German)

[Find midwife and maternity services online](#) ↗

Hebammen Brandenburg e.V. [Midwives Brandenburg Society]

Online search for midwives, obstetricians, obstetrics clinics and birthing centres (only in German)





Consultations

**by the Public Health Service (PHS)
[Öffentlicher Gesundheitsdienst; ÖGD]**

The PHS is located at the health office of each district or city (if not associated with any district). It offers a variety of consulting and assistance services, and provides free and anonymous support for any issues relating to mental and physical health, mental and physical disabilities, chronic diseases and infectious diseases (such as HIV and AIDS). All contact persons are bound by professional secrecy.

[Addresses of the health offices ↗](#)

(Only in German)

[Independent Patient Counseling Germany \(UPD\) ↗](#)

The UPD supports you to find your way around the German health care system and to know and enforce your rights as a patient. It is accessible to all people in Germany - regardless of whether they have health insurance or not.

Advice centers (German, Russian and Turkish) only by appointment on 0800 011 77 25:

on-site advice centers – Potsdam, Berlin;

mobile advice centers – Bad Liebenwerda, Cottbus, Eberswalde, Frankfurt (Oder), Neuruppin, Prenzlau, Schwedt (Oder), Wittstock

Telephone consultation hours:

- Arabic (Tel .: 0800 332 212 25, contact hours: Tuesdays 11 am to 1 pm, Thursdays 5 pm to 7 pm)
- German (Tel: 0800 011 77 22, contact hours: Monday to Friday 8 am to 10 pm, Saturdays 8 am to midnight until 6 pm)
- Russian (tel: 0800 011 77 24, contact hours: Mondays to Saturdays 8 am - 6 pm)
- Turkish (Tel: 0800 011 77 23, contact hours: Mondays to Saturdays 8 am to 6 pm)

Advice also online, via app, post and fax

Telephone counselling - Help Phone (non-medical assistance)

- **Berliner Krisendienst** [Berlin Emergency Service] (also for Brandenburg) Tel.: 030 390 63 10 (24h) (in 10 languages)
- **Mental health hotline** tel.: 0800 11 0 111 or 0800 111 0 222 (free of charge, only in German)
- **Muslim mental health hotline** tel: 030 443 509 821 (in German, and in Turkish on Tuesdays)
- **Russian mental health hotline** tel.: 030 440 406 06 (in German and Russian)
- **Nummer gegen Kummer** [A number to “calm your worries”] (an option of children and young patients) Tel.: 116 111 (free of charge, only in German)
- **Nummer gegen Kummer, parents’ hotline** Tel.: 0800 111 0 550 (free of charge, only in German)
- **[Gewalt gegen Frauen \[Violence against women\] hotline](#)** ↗ Tel.: 08000 116 016 (free of charge, in six languages)

Counselling Centre and Specialist Services

[Migration social work office- social security office in towns \(if not associated with any district\) and districts of the state of Brandenburg](#) ↗

(Only in German)

Psychosocial counselling for those having sought asylum, both culturally-sensitive and in your native language:

www.albatrosggmbh.de/service/kontakt.html ↗

(face-to-face Arabic, Dari, German, Russian)

www.albatros-direkt.de ↗

(in Arabic, Dari, German, Russian, Somali, Tigrinya)

www.inter-homines.org/kontakt.html ↗

(in Arabic, German, Persian, Russian, (Somalian))

www.bbzberlin.de/kontakt.html ↗

(in German, Farsi, French, Russian, Serbocroat- as well as interpreters for many other languages)



Information on mental health

Online services from the Federal Health Ministry,
[Information on mental health/counselling](#) ↗
(in seven languages)

Online services (free of charge), which provide information that can support you in overcoming both the mental and physical consequences of being a refugee

www.refugeeum.eu ↗ www.almhar.org ↗
(in seven languages) (English, Arabic)

[Information on child \(paediatric\) health](#) ↗,
a service offered by the Federal Centre for Health Education (BZgA)(Only in German)

An online service for [searching for services/points of contact for mental health issues in children and young persons in the state of Brandenburg](#) ↗ (only in German)

[Online short movies for parents how they can strengthen their child's mental health](#) ↗
(Arabic, German, English, French, Russian, Turkish)

Gewalt gegen Frauen [Violence against women]
[Federal Association for Women's Counselling Centres and On-Call Services: Frauen gegen Gewalt e.V.](#) ↗
(German, Turkish, Arabic)

[] Doctor's surgery

What can I expect when I go to see the doctor at a GP surgery?

If you suddenly feel unwell or are experiencing pain, you should go in to a GP surgery if within the opening hours. In Germany, you are free to choose your doctor. You can locate a GP surgery near you, e.g. online. Arrange for an appointment by telephone prior to your visit. If you cannot make your appointment or wish to cancel it, please contact the surgery by telephone. You can always make a new appointment.

All doctors are bound by professional secrecy. This means that they are not permitted to discuss your illness or treatment with anyone else: not even family members or public offices (this is allowed only with your express permission).



You can find information about what to expect during a visit to the doctor at:

www.drk-gesundheitsfilme.de ↗ (in six languages)

Please bring the following documents with you when you go for your appointment with the doctor (if available):

- [] Electronic health card or treatment certificate
- [] Vaccination history (vaccination card)
- [] Medication plans/medications
- [] [Examination logbook](#) ↗ (for children)
- [] Medical reports/findings, X-ray imaging
- [] Referral letters (in the case of specialist practices)
- [] Maternity logbook [Mutterpass] (in cases of pregnancy)

[] Pregnancy counselling centres



Pregnancy counselling centres provide support to all women, free of charge, by answering questions surrounding pregnancy and birth. Providing information and advice to pregnant women and their relatives/significant others covers health, psychological, social and economic aspects of pregnancy and birth, as well as the provision of social benefits and help in the event of any problems arising in any of these areas. The objective is to provide advice during this important phase in life and to support you in making any difficult decisions (for example, whether to continue with or consider terminating an unwanted pregnancy). All advice can be provided anonymously on request.



Find a maternity advice centre online

- [Service portal of the regional government, list of all counselling centres in the Brandenburg region ↗](#) (Only in German)
- [Information from the Federal Centre for Health Education \(BZgA\) on the topic of family planning ↗](#) (only in German)
- ["Pregnant? And you don't want anyone to know?" Online advice service ↗](#) Tel.: 0800 40 40 020 (free of charge, available 24h) (German, English)

Medical care in a doctor's surgery and at the hospital



If treatment at the hospital is necessary, you will be given a referral letter by your doctor. [Emergencies ↗](#) are an exception to this. You will be given information on the next steps to follow at the [GP's surgery ↗](#) and in the hospital. [Co-payment ↗](#) (patient contributions) for in-patient treatment comes to 10 Euros per day, for a maximum of 28 days per calendar year. Children under the age of 18 are exempt from payment. Hospital in-patient admissions to give birth are also exempt. In the event of a planned hospital admission, you should bring all important medical [documents ↗](#) with you, such as your medication plan or X-ray imaging results.



If your child must be treated at a hospital and is not over the age of eight, one of the parents is allowed to stay with the child at all times.



The birth of your child will usually take place in a hospital. The birth can also take place in a birthing centre or at home. Talk to your midwife or gynaecologist about what you have in mind for your birth ahead of time. If you would like to give birth at the hospital, you should register with the hospital a few weeks prior to your due date. You are free to choose any hospital, and can visit the hospital beforehand if you like. Hospitals and midwives can offer birth-preparation courses.



[Information about your child's hospital admission ↗](#)

[] Hospital documents and paperwork

Documents and paperwork you should bring with you to the hospital

- [] ID card or passport
- [] Electronic health card
- [] Name, address and telephone number of your GP
- [] Hospital referral from your treatment doctor
(in cases of planned in-patient admissions)
- [] Any paperwork relating to previous treatment
(for example, X-ray imaging or laboratory/bloods findings)
- [] If necessary, documents to show [exemption from co-payments](#) ↗
from your health insurance body
- [] Where appropriate, document to show cost coverage
by the social welfare office
- [] Name and telephone number of family member/
significant other to be notified
- [] List of medications that you are currently taking,
with dosage information
- [] Vaccination history (vaccination card)

You can find a checklist for your stay at the hospital and further information at: www.weisse-liste.de/de/krankenhaus/checkliste/ ↗
(Only in German)



Dental care



In cases of acute dental pain or discomfort in the mouth and jaw area, please contact a [dental practice](#) ↗. Outside of opening hours, please contact the [dental on-call service](#) ↗.



Dental care



Check-ups are offered to adults on a once-yearly basis free of charge. Within the first 18 months of your arrival to Germany, treatments involving tooth replacement are only provided in exceptional cases (for example, following an accident). Ask your dentist or doctor about what kind of services will be covered by your healthcare coverage provider depending on your [residence status](#) ↗. After 18 months of residence, you will be guaranteed the full range of services as under statutory health insurance. For tooth-replacement treatment, “fixed subsidies” are paid by the health insurance bodies: i.e. fixed amounts depending on the medical findings. The subsidy amount corresponds to about 50% of the cost of a standard treatment: i.e. the most simple and “functional” solution. Patients who regularly attend their [check-up appointments](#) ↗ and keep their treatment logbooks up-to-date will have an increased fixed-subsidy amount: Where this is filled out completely for a period of 5 years, the increase is by 20%; for 10 years, it increases by 30%.



In addition to providing treatment, dental practices also offer free [dental check-ups](#) ↗ for children every six months. The dentist will visit child day-care facilities and schools at least once per year in order to check over the dental and oral hygiene of all children ([group-based dental preventative measures](#)) ↗. If the dentist picks up on any issues, parents will receive a notification that a visit to the doctor is recommended for their child.



[Find a dental practice online](#) ↗
(only in German)

[Find a dental on-call service online](#) ↗

[Information about group preventative measures for children in day nurseries and schools. Group preventative measures in Land Brandenburg](#) ↗
(only in German)



Preventative healthcare



Prevention/early detection



Within the first 18 months of your residency in Germany, you and your family have the right to any medically necessary check-ups:

- Routine and booster vaccinations (vaccination card)
- Cancer screening tests
- Health check-up examinations from age 35

Following 18 months of residency, all [screening and early-detection examinations](#) ↗ are provided by the statutory health insurance companies free of charge. Find out more at your [GP's surgery](#) ↗ or from your health insurance company.



From birth to school age, children are provided with regular [screening exams](#) ↗ (named "U-tests" in Germany) and youth screening tests (called "J-tests"). These studies are free of charge and voluntary. In Brandenburg, each family will receive an invitation to the next U-test by post.

All test results are recorded in a yellow examination logbook. All parents will receive one of these after the birth of her child. Each child also gets a vaccination card, where all the [vaccinations](#) ↗ that the child has already received are recorded.



Women over the age of 20 years are offered a once-yearly cervical cancer screening examination. Mammography screening (for breast cancer) is offered every two years for women over the age of 50 years up to and including the age of 70.



During pregnancy, check-up examinations are carried out regularly. Make use of consultation appointments at the [gynaecological practice](#) ↗ or with your [midwife](#) ↗ for these. The exams are free of charge and available to all women regardless of [residence status](#) ↗. The results will be entered into a maternity logbook (Mutterpass). Bring the maternity logbook to all future examinations.



[More information about screening in adults ↗](#)
(German, English)

[Information about early-detection screening in children and adolescents ↗](#) (Only in German)

[Information on Preventative Medicine \(Screening\) from the Federal Office for Migration and Refugees ↗](#)
(Available in 11 languages)

[] Vaccinations



Vaccinations help to protect both you and your child, family and other people against infectious diseases. If a vaccine is recommended by the German Standing Committee on Vaccination (STIKO), vaccinations are provided free of charge in all GP surgeries. A vaccination calendar with all the details relating to the vaccinations recommended for children and adults can be found on the Robert Koch Institute website in 20 languages.



Some vaccinations for children need to be given several times in order to ensure full protection. Vaccinations and booster vaccinations may be given at intervals of several weeks or years. For more information and advice, enquire at the children's medical clinic.



[Information about vaccinations and the vaccination calendar for all recommended vaccinations ↗](#)
(Available in 20 languages)

Medications and other therapeutic products



You can obtain medicines from a pharmacy. There are some [medicines and other medical products](#) ↗ (prescription drugs) that you can obtain only if you hand in a medical prescription in the pharmacy. You will receive a medical prescription from your doctor during your consultation. For some medicines, you will need to pay a small contribution ([co-payment](#) ↗) or request a payment exemption document from your healthcare coverage provider (social welfare or health insurance).

There are also medications that you can buy without a prescription, for example, medicines for colds or mild pain (non-prescription drugs). The cost of these drugs is not covered by the health insurance companies or other healthcare coverage providers. If you urgently need any medication outside of opening hours, please contact the [pharmacy on-call service](#) ↗.

Medications and other therapeutic products



The treating doctor or health care professional determines which medicines and other therapeutic products are necessary for your treatment. You will receive a prescription which you can then hand in at the pharmacy. You can obtain non-prescription drugs at the pharmacy without a prescription, but you will not be reimbursed for these costs (for example, cold remedies). Medical aids, such as glasses, are not covered by the health insurance bodies.



Contraceptives, such as the pill or the coil, are prescription drugs: your doctor can provide you with a prescription for these. Go in for a consultation with your doctor before using these. The statutory health insurance bodies currently provide coverage for the costs of the pill up for patients up to and including 19 years of age. From age 20, patients will have to pay for the contraceptive pill themselves.



Children up to the age of 12 are exempt from payment of prescription drugs. Depending on [residence status ↗](#), costs for non-prescription cold remedies are covered by the health insurance bodies or the social welfare office for children up to the age of 12.



[Information on pharmacies, prescriptions and medicines ↗](#)
(in 12 languages)

Find a pharmacy online

If you need any medication urgently outside of the opening hours of the pharmacy, you can search for an on-call (emergency) pharmacy.

[Find an on-call pharmacy ↗](#)
(only in German)

Or by calling tel.: 22833 from any national mobile phone (no prefix), at 68ct/min, or by calling: 0800 0022833 from a German landline (free of charge)

Emergency care



Out-patient medical care, including out-patient emergency care in generally provided at the [GP surgery ↗](#); outside of office hours, it is provided by the medical emergency services (116 117). In-patient emergency care of life-threatening diseases is provided at the hospital (A&E).



Emergency numbers

As a general rule, the police emergency number should only be used in situations where there is danger to yourself or others. Is there is a situation involving a medical risk, the right number to call is the emergency number: **112**.

All emergency numbers are available 24 hours a day, free of charge, from any telephone.

Fire and rescue service: 112 (in German and English)

Serious accidents, heart pain (heart attack) and collapse, shortness of breath, loss of consciousness, paralysis, stroke, poisoning and burns, acute pain

Police: 110 (in German and English)

Non-medical emergencies, crimes, traffic accidents

Please provide responses to the following questions when on the phone:

- Where are you located? (City, street, house number)
- What happened? (For example, accident, loss of consciousness)
- How many people are affected?
- Which injuries or illnesses do the affected persons have?

Wait for any further questions in response, and stay where you are until the ambulance arrives.

Try to keep calm. If necessary, provide first aid, in order to protect the person from further danger.

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