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Handout for initial orientation

# Health care

Englisch

Germany offers a well developed health care system to provide necessary help for sick or injured people. In non-perilous situations resident doctors take care of first aid treatment. You can find general practitioners ('Allgemeinmediziner') all over the city, mostly referred to as 'Hausarzt'. If specialist treatment is necessary a **referral note** ('Überweisungsschein') is issued. Information about where to find doctors, their opening hours and which languages are spoken can be found online <https://arztinfo.kvsa.de/ases-kvsa/ases.jsf>

To receive treatment free of charge a **Gesundheitskarte** (health card) or **Behandlungsschein** (treatment voucher) is required. The electronic **health card** is issued by the health insurance, providing all necessary personal data to receive necessary medical treatment. A **treatment voucher** is issued by the Sozialamt (city's department for social security - Wilhelm-Höpfner-Ring 4, 39116 Magdeburg) or the ZAST (central reception centre) and allows treatment in case of acute sickness or a condition of pain. There is also an entitlement for necessary preventive medical check-ups and recommended vaccinations. **Pregnant women** with treatment voucher are entitled to the same treatment as pregnant women with health card (all check-ups, delivery, midwife support, etc.)

In case of sickness during evening hours or at the weekend or in case that no doctor's office is open, the **Medico-Soziales Zentrum** (Leipziger Straße 16-17, 39112 Magdeburg, telephone 0391 6279600) provides medical assistance (Monday, Tuesday and Thursday 7-10 pm, Wednesday and Friday 2-10 pm, Saturday, Sunday and on holidays 8 am – 10 pm). If a visit to the Medico-Soziales Zentrum isn't possible, the **medical on-call service** can be reached during these hours via 116 or 117 (no prefix).

In case of life-threatening emergencies such as heart attack, stroke, breathing arrest/apnoea, intense bleeding, in case of an accident or severe injury the **emergency medical service** has to be contacted (112, no prefix).

Treatment in hospitals is usually only conducted after official hospitalisation through a resident doctor or the emergency medical service.

Dental treatments are conducted in a **dentist's surgery**. A referral note is not necessary, but an appointment should be made. In case of emergency outside the dentist's consultation hours the stand-by duty can be contacted via 0391 6625029. Contact details of dentists can be found online here [www.zaeksa.de/patienten/die-zahnartzsuche/](http://www.zaeksa.de/patienten/die-zahnartzsuche/)

Prescribed and free medicine is available in **pharmacies**. Pharmacies can be found online here: [www.ak-sa.de/apothekenbetrieb/apothekenliste](http://www.ak-sa.de/apothekenbetrieb/apothekenliste). Opening hours of pharmacies at night and during the weekend can be found on placards at the pharmacies or online [www.ak-sa.de/notdienst](http://www.ak-sa.de/notdienst)

The **psycho-social centre for migrants** (Psychosoziales Zentrum für Migrant\*innen) provides psychological counselling, therapy, psycho-social groups as well as social counselling service (Agnetenstraße 14, 39106 Magdeburg, telephone 0391 79293380, [kontakt@psz-sachsen-anhalt.de](mailto:kontakt@psz-sachsen-anhalt.de), Monday and Wednesday to Friday und 9am-12pm and 1-3 pm, Tuesday 1-3pm).

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Besides further handouts the Migrationswegweiser Magdeburg offers information on various information, consultation and assistance services.

[www.willkommen-in-magdeburg.de](http://www.willkommen-in-magdeburg.de)



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